**TBI Grievance Policy**

TBI seeks to encourage the values of love, compassion, wisdom,
non-discrimination, self-responsibility, ethics, generosity and fairness and community service.

The teachings provide a path to achieve such aims and reminds us to be of benefit to others and ever vigilant in our sense of universal responsibility.

Aims
It is the aim of this policy to promote speedy resolution of grievances through a process where complaints will be handled compassionately, consistently and equitably.

Confidentiality
It is expected that discussion of grievance is kept with those who can assist and support all parties to reach a resolution. It is expected that everyone will endeavour to use “Right Speech” ie To refrain from gossip, lies, harsh words and using divisive speech.

**Grievance Procedure**

1. It is expected that you have communicated respectfully with the person/s involved and made every effort possible to resolve the issue to the satisfaction of all concerned.
2. Approach a member of Management to discuss the matter and seek a resolution.
3. If the matter remains unresolved, present to Management, in writing, what the issue is. Include as much detail as possible, who was involved, what you did to attempt a resolution, what you believe was unfair and how you think the desired outcome can be achieved.
4. A response will be requested from the other person/s involved.
5. A mediation meeting will be arranged, if possible, with all parties involved (including a majority of Management members), to address and attempt to resolve the grievance using the Dharma as a foundation.
6. If an agreement or solution to the problem has still not been reached the Director of Tibetan Buddhist Institute will advise those involved of recommendations and actions required to affect a resolution. Relevant person/s will be informed. There will be no further process.

Tibetan Buddhist Institute aims to instil the fundamental tenets of Gelugpa Tradition of Buddhism and strives for impeccable ethics. Buddhism posits our ‘Buddha nature’ as being the ‘inherently virtuous and immaculate’ core in each and every one of us, meaning we all have it in us to behave ethically

As key concepts for the Code we would suggest:

- We will refrain from words and actions that are unhelpful, judgmental, or otherwise potentially harmful to ourselves and others whether teachers, staff, volunteers, students or visitors to Tibetan Buddhist Institute.

- We aim to be evermore skilful in our practice of compassion and loving-kindness towards all living beings.

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