**Community of Interbeing Complaints Procedure**

**May 2017**

COI Harmony Coordinator concludes complaint (ideally within 6 months of the complaint being documented and discussed with the Harmony Coordinator)

Document complaint and send to COI Harmony Coordinator\* (ideally within 3 months of the incident)

To find out who the current Harmony Coordinator is go to Trustee section of the COI website [www.coiuk.org](http://www.coiuk.org) to get details of email.

COI Harmony Coordinator will get in touch to clarify and accept your complaint and discuss options to proceed, including the approach to confidentiality and the ideal outcome/resolution

No

Yes

No Further Action Needed

Has the issue been resolved?

Do you have an issue to raise re some aspect of the COI?

Please discuss with those involved to try to resolve. Use support from sangha friends/Order members if appropriate.

Yes

COI Harmony Coordinator progresses complaint and keeps you informed and records key details