

# Concerns and Confidentiality

## Concerns and complaints

Vajraloka takes peoples welfare seriously. If anything, you experience or witness on a retreat concerns you, we can raise this with Tejananda (Centre Chairman).

We can be contacted by phone, e-mail or by post at the contact details below. We will try to understand what you are saying to us and respond appropriately.

If you do not find this response satisfactory you may request the matter is raised before the trustees as a complaint. This should be done in writing to Tejananda. Trustees meetings are quarterly. A complaint raised in this way will always be acknowledged and you will receive a response in writing.

**Tejananda (Chairman)**

**Vajraloka**

**Tyn Y Ddol**

**Corwen**

**LL21 0EN**

**01490 460406**

**info@vajraloka.com www.vajraloka.org Registered charity no: 514363**

## Confidentiality

People on retreat commonly share personal information with members of the retreat team or members of the Vajraloka community. Such information will always be treated respectfully but the principals of concern for the welfare of living beings may mean that sometimes such information is shared with others. Grounds for sharing personal information of this kind are:

- where sharing of information allows better protection of the individuals welfare or the welfare of others,
- where the information has a direct bearing on the support needs of an individual on that retreat or subsequent retreats, or
- where the individual to whom the information was given requires advice or support in respect to what they have been given.

We will only share personal information to the extent required for the welfare of individuals and the smooth running of our retreats, or where there is a legal requirement that we share information with the authorities. If you have concerns about confidentiality, privacy, or any other matter, you may raise these with Tejananda.