

Apotheosis Feedback and Concerns Procedure

Purpose of the Feedback and Concerns Procedure

Having a clear Complaints Procedure is essential to running a high-integrity plant medicine retreat organisation, giving participants a clear, and clearly sign-posted, path to raising any concerns they have as quickly and simply as possible and highlighting our commitment to integrity and improvement.

When should the Feedback and Concerns Procedure be introduced to participants?

The Feedback and Concerns Procedure (below) should be mentioned to participants as part of the onboarding process.

The Feedback and Concerns Procedure is included:

1. As a link in the Welcome Email.
2. In Preparation Session 1.
3. In Closing Ceremony on Retreat.

Who handles Complaints?

Ronan Loughney will be the designated member of staff who will deal with Complaints. It is his responsibility to:

- attempt to assuage the participant's concerns
- come up with potential solutions that best serve the participant and Apotheosis.
- communicate any feedback with the rest of the team
- seek agreement with the team on any resolutions potentially being proposed.

In the case that a complaint is being lodged against this member of staff, another member of staff, Nic Stubbs, will step in to handle the complaint.

Procedure

[This link](#) is to be shared in the Welcome Pack with participants

Also included below.

Apotheosis Feedback and Concerns Procedure

We understand that concerns may arise for you at any point throughout the preparation, duration and integration periods of the retreat and we are committed to doing everything we can to support you through this process and find a complete and satisfying resolution.

Our Feedback and Concerns Procedure below outlines the steps for raising and resolving complaints and feedback.

1. Lodging a concern or feedback

Participants are encouraged to contact us through our [Complaints Form](#) with any concerns they may have.

2. Acknowledgement

Upon receipt, Apotheosis will acknowledge this within two business days. The acknowledgment will include confirmation of receipt and an outline of the next steps in the complaints process.

3. Investigation

The designated member of staff, Ronan Loughney, will investigate the complaint or feedback thoroughly and impartially. This will involve:

- Interviewing all relevant parties
- Reviewing relevant documentation such as the [Apotheosis Code of Ethics and Conduct](#)
- Consulting the Apotheosis CEO.

4. Resolution

Once the investigation is complete, Apotheosis will endeavor to reach a resolution that is fair and satisfactory to all parties involved. Depending on the nature of the complaint or feedback, resolution may include:

- Providing an apology or explanation.
- Taking appropriate punitive action with the members of the Apotheosis team involved, which may involve retraining or the delivery of an official warning to this team member
- Implementing corrective actions to prevent recurrence in line with [Apotheosis' Strike System](#).

5. Communication

Apotheosis will communicate the outcome of the concern or feedback to you and the relevant member of staff involved in writing within 10 business days of the conclusion of the investigation. If the resolution requires further action or follow-up, a timeline for implementation will be provided.

6. Escalation

If you are not satisfied with the outcome of your complaint or feedback, you may escalate it to a higher level within Apotheosis. Reply to the message and request this.

7. Review and Improvement

Apotheosis is committed to continually improving our services and processes based on feedback received. Feedback will be analyzed and included in relevant Apotheosis' policy documents such as the [Apotheosis Code of Ethics and Conduct](#).

Confidentiality and Privacy

All concerns and feedback will be handled with the utmost confidentiality and privacy. Information provided as part of the Feedback and Concerns Process will only be shared with individuals directly involved in its investigation and resolution.