

Procedure for raising concerns, complaints and feedback about our events

We welcome all feedback and aim to hear and work with any concerns and complaints in an open and collaborative way. If you would like to leave feedback about any of our events, facilitators, content or procedures, the following options are available to you:

Standard feedback

If you have a concern regarding the content of an event or one of the event participants, in the first instance we recommend you take this to the event facilitator.

If it is not possible to do this during the event, you will receive an email inviting feedback the next day, where you can choose to leave your comments with your email, or anonymously.

All feedback is read by the event facilitator, and a team member of the Psychedelic Society.

Mediated feedback

If it doesn't feel appropriate to raise your concerns with the event facilitator, or the concern is in regards to the facilitator, or a potential breach of our [Code of Conduct](#), you can raise your concerns with one of the following team members of the Psychedelic Society:

- Anya- anya@psychedelicsociety.org.uk
- Amir- amir@psychedelicsociety.org.uk

With your consent, your concern will be recorded, and we will follow up via email or phone based on your preference, within 7 days.

Externally-mediated feedback: Ethics Ombudsperson

For when it doesn't feel safe or appropriate to raise your concerns with one of Psychedelic Society's team members you may reach out to an independent ethics ombudsperson.

They will be able to discuss and advise you on the most appropriate next course of action.

Based on your preference, this may include:

- A conversation to discuss your concern or complaint
- To notify Psychedelic Society that they have received a complaint
- A moderated discussion with the person or people involved with a view to a resolution of the complaint.
- To contact another organisation to assist with your concern.
- To contact the person(s) whose behavior is the subject of the complaint to inform them the complaint has been made, and discuss with them their understanding of what occurred. However taking into account safeguarding issues, this step may be delayed or omitted to protect the complainant.
- The ombudsperson will inform you of any action taken.

The ombudsperson operates independently of the Psychedelic Society and their time is funded by money that is ring-fenced to pay for their expertise.

These facilitators are empowered and encouraged to report on how well the Psychedelic Society is responding to complaints that are raised, both internally and publicly.

You can contact the ombudsperson at info@bryonybeynon.com