

MBIR™ Complaints Procedure Guide

Mindfulness Based Inner RePatterning™ (MBIR™) International
Professional Standards Resource

Version Information

Version 1.0 | MBIR™ International

Introduction

This guide explains how concerns or complaints may be raised and reviewed within the MBIR™ International professional standards framework.

Guiding Principles

Fairness, Transparency, Confidentiality, Proportionality, Accountability, Public Protection.

Who Can Raise a Concern?

Clients, learners, practitioners, trainers, mentors, assessors, members, and the public.

Types of Concerns

Ethical concerns, conduct concerns, boundary concerns, confidentiality concerns, scope of practice concerns, and misrepresentation concerns.

Complaints Process Overview

1. Complaint Submitted
2. Initial Review
3. Information Gathering
4. Assessment
5. Outcome
6. Appeal

Stage 1: Complaint Submission

Complaints should normally be submitted using the Complaint Submission Form.

Stage 2: Initial Review

Determine jurisdiction and whether sufficient information has been provided.

Stage 3: Information Gathering

Relevant information may be requested from appropriate parties.

Stage 4: Assessment

Information is reviewed against MBIR™ standards and policies.

Stage 5: Outcome

Possible outcomes include guidance, training, supervision, development plans, restrictions, or certification action.

Stage 6: Appeal

Appeals may be considered where procedural concerns or new information exist.

Confidentiality

Information should be handled respectfully and appropriately.

Cooperation with the Process

Participants are expected to cooperate professionally with reasonable enquiries.

Resolution and Professional Growth

The process may support learning, reflection, development and improved practice.

Relationship to Other Standards

Read alongside the Professional Conduct Policy, Ethical Principles, Competencies Framework, Scope of Practice, Certification Standards, and Trainer Standards.

Commitment to Fairness

Concerns should be reviewed fairly, respectfully, transparently and proportionately.

Document Review

This guide will be reviewed periodically.

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