

## HOW TO RAISE A CONCERN

All qualified REN XUE teachers have signed a Code of Conduct agreement with REN XUE International (RXI) organization. RXI is a registered charity in New Zealand and is working globally to support all REN XUE practitioners. If you have any concerns about the practice or conduct of a teacher, you can email [normsandethics@renxueinternational.org](mailto:normsandethics@renxueinternational.org)

### INTENT OF PROCESS

Our intention is to create an environment where a process for raising and addressing concerns not only ensures safety for all students/clients, but also supports teachers in their ongoing development. In this way, we support the opportunity for all concerned to learn and grow.

Foremost in this process is a commitment to demonstrating Wu Xin, or the five essential qualities of the heart: trust, openness, love, gratitude, and true respect. Maintaining these qualities will ensure that concerns are received and addressed constructively. Each of us is on a life cultivation path, and each of us needs to be supported in our efforts to grow in a positive direction.

### HOW THE PROCESS WORKS

1. Concerns are raised in a manner that retains confidentiality for everyone involved. Concerns can be raised to the whole Council through its email (above) or to any individual member of the Council and will be handled confidentially.

Details of issues raised will not be shared outside the Norms and Ethics Council except when support from other outside sources is necessary.

2. A member of the Council will be appointed to work with the person raising the concern to determine if they want to enter into a formal process. At this point, details of the situation remain between the individual Council member and the person who has raised the concern, and a resolution may be found before it formally goes to the Council.

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3. If the person decides to enter into a formal process at this point, then the Norms and Ethics Council will gather all necessary information and determine whether there is any requirement to report the issue to an external agency. Normally issues are handled through conversations with those involved and when appropriate, through connection with one of the numerous avenues of support available through the REN XUE community. The Council may also seek professional advice externally if necessary. Consent will be sought from those involved before doing so.
4. If a resolution is not possible at this point, a formal dispute resolution process with the teacher will begin in accordance with the Code of Conduct.

Please let the Norms and Ethics Council know of any behavior that could be judged as professional misconduct, conduct unbecoming or conduct that undermines the integrity of REN XUE on [normsandethics@renxueinternational.org](mailto:normsandethics@renxueinternational.org). For full details go to [www.renxueinternational.org](http://www.renxueinternational.org)