

WHAT HAPPENS IF SOMETHING GOES WRONG?

Grievance & Concerns Process

When something does not feel right.

Wild Hearts is built on trust.

Trust between participants.

Trust between facilitators.

Trust between people and the work itself.

Trust does not require perfection.

It requires honesty, accountability, and a willingness to engage when concerns arise.

This document explains how concerns, complaints, ethical questions, and difficult situations are addressed within Wild Hearts.

01 Concerns are welcome

Questions, concerns, discomfort, misunderstandings, disagreements, and feedback are natural parts of any meaningful human endeavour.

The presence of a concern does not automatically mean that something has gone wrong.

At the same time, concerns deserve attention.

Wild Hearts encourages participants to raise questions, concerns, or complaints whenever something feels unclear, uncomfortable, unsafe, inappropriate, or inconsistent with the values and commitments of the organization.

You do not need to be certain that something is wrong before speaking up.

If it matters to you, it matters.

02 We prefer direct communication when appropriate

Many misunderstandings can be resolved through respectful conversation.

When appropriate and when it feels safe to do so, participants are encouraged to communicate concerns directly with the person involved.

This may include:

- A facilitator
- A guide
- A coach
- A guest teacher
- Another participant

Direct communication is not always possible or appropriate.

There is never an obligation to confront someone if doing so feels unsafe, overwhelming, or unsuitable.

03 You may contact Wild Hearts directly

If a concern cannot be addressed directly, or if direct communication feels inappropriate, participants are encouraged to contact Wild Hearts.

Concerns may relate to:

- Facilitator behaviour
- Boundary violations
- Ethical concerns
- Safety concerns
- Group dynamics
- Program delivery
- Participant behaviour
- Misconduct
- Questions about policies or procedures

All concerns will be taken seriously and treated with respect.

04 We commit to listening before defending

When concerns arise, our first responsibility is to listen.

The purpose of the process is not to protect reputations.

The purpose is to understand what happened and respond responsibly.

Wild Hearts commits to approaching concerns with openness, curiosity, fairness, and humility.

Being informed of a concern does not automatically imply fault.

Nor does the absence of intent remove responsibility.

Our aim is understanding before judgment.

05 Every situation is different

No two situations are identical.

For this reason, concerns are not addressed through rigid formulas.

Responses may include:

- Clarifying misunderstandings
- Facilitated conversations
- Additional support
- Boundary adjustments
- Requests for behavioural change
- Temporary participation restrictions
- Referral to external support
- Removal from a program or community space when necessary

The response will depend upon the nature and seriousness of the concern.

06 Participant wellbeing comes first

When concerns involve safety, wellbeing, harassment, abuse, coercion, discrimination, exploitation, significant boundary violations, or serious ethical concerns, participant wellbeing becomes the primary priority.

Wild Hearts reserves the right to take immediate action where necessary to protect individuals or the community.

07 Facilitators are not exempt from accountability

Facilitators, guides, coaches, therapists, and guest teachers are expected to uphold the ethical commitments described throughout the Wild Hearts Safety & Ethics framework.

Holding a leadership role does not place someone above accountability.

If concerns arise regarding a facilitator, those concerns will be approached with the same seriousness as concerns involving any other participant.

08 Confidentiality and discretion

Wild Hearts will make reasonable efforts to handle concerns with care, discretion, and respect for everyone involved.

Complete confidentiality cannot always be guaranteed, particularly when concerns require investigation, consultation, legal obligations, or actions to protect safety.

Whenever possible, information will be shared only with those directly involved in addressing the situation.

09 Learning is part of accountability

Not every concern results from misconduct.

Sometimes concerns reveal misunderstandings.

Sometimes they reveal blind spots.

Sometimes they reveal opportunities for growth.

Wild Hearts views accountability not only as correction but also as learning.

The aim is not punishment for its own sake.

The aim is greater integrity, responsibility, and trust.

10 Serious concerns

If a participant believes they have experienced significant harm, abuse, exploitation, coercion, discrimination, sexual misconduct, or serious ethical violations, they are encouraged to contact Wild Hearts directly as soon as possible.

Participants may also seek support from appropriate external professionals, legal services, medical providers, mental health professionals, or authorities where relevant.

Wild Hearts will never discourage participants from seeking appropriate external support.

11 We expect good faith from everyone involved

Wild Hearts asks all parties involved in a concern to engage with honesty, respect, and good faith whenever possible.

This does not mean agreement.

It does not mean minimizing difficult experiences.

It means approaching the process with a genuine willingness to seek understanding and resolution.

Trust is not created because problems never occur.

Trust is created because people are willing to respond when they do.

Wild Hearts does not claim to be perfect.

We do commit to listening, learning, responding, and taking responsibility where responsibility is needed.

The goal of this process is not to eliminate conflict.

The goal is to support integrity.

For participants. For facilitators. For the community. And for the work itself.