

COMPLAINTS PROCEDURE

The Association for Yoga Studies (aYs) acknowledges that there may be occasions when members, students or others are unhappy with aspects of teaching or behaviour.

aYs has a complaints procedure in place to ensure that everyone knows how to register a complaint or concern. All complaints will be dealt with consistently and fairly. We cannot deal with a complaint about a matter that took place more than two years ago unless there are exceptional circumstances.

A complaint is an expression of dissatisfaction. You may wish to complain if you are not satisfied with the way you have been treated individually, or if there are any other issues concerning how the organisation is being run.

Some complaints or concerns can be resolved by discussing them with the teacher so this may be an option although if this is not possible you might prefer to contact us straight away.

The Director of aYs is responsible for the efficient operation of the complaints procedure. The administrator will be responsible for ensuring that a record of all complaints is maintained securely.

Anyone wishing to lodge a complaint must do so in writing to the aYs Director or member of the committee either by email or letter outlining details of the complaint.

Complaints will be investigated and considered by the Director of aYs and two committee members appointed by the Director. If the complaint involves the Director, the administrator will act in their stead. The panel may need to contact the complainant to clarify the issues enabling them to conduct the investigation and reach resolution. As part of the investigation, a copy of the complaint will be sent to the person against whom the complaint is made and invite them to send us a reply in writing. The complainant will be sent a copy of their reply to comment on if necessary.

The panel will meet in private to consider all the information and will respond within 6 weeks with the following information:

A decision about whether the complaint was upheld or not, together with the reason for this.

If the case is proved the panel may either caution the member, suspend or withdraw teacher membership, or take any other action that may be appropriate. In serious cases, the complainant may be advised to also contact the appropriate external authority to report the complaint.

All decisions made by the panel will be final.

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