

## YOGA SATSANGA ASHRAM (YSA) COMPLAINTS PROCEDURE

### 1. What is a complaint?

- 1.1. A complaint is an expression of dissatisfaction, either written or spoken. A complaint can be made by an individual or a group. You may wish to complain if you are not satisfied with the way you have been treated, the service you have received or the tuition you have received from the YSA or a YSA course or tutor.

### 2. Principles of YSA complaints procedure

- 2.1. The YSA recognises that complaints are an important part of member feedback.
- All complaints will be investigated fully and fairly.
  - If the complainant is not happy with the result of the response to the complaint, they will have the right to appeal.
- 2.2. The YSA is committed to ensuring that its services and courses are of the highest quality. The complaints procedure enables The YSA to respond clearly and properly to complaints and to know when and why people are not satisfied with its services and courses, so that it can improve them.

### 3. Who can make a complaint?

- 3.1. This procedure is for anyone who has received a service (classes, retreats, courses) from YSA, or tutors forming a part of a YSA teacher training course.
- 3.2. This procedure does not cover complaints made by YSA paid staff or volunteers who need to follow agreed grievance, disciplinary or other internal procedures.

Complaints about YSA employees should be addressed to the Directors.

## **4. PROCEDURE**

- 4.1. If your complaint is about YSA or a YSA course tutor, there are three stages that you can go through to try and resolve the problem. You may wish to involve an advocate, friend or someone else to support you at any stage. If you need a sign language or community language interpreter, please let the person dealing with the complaint know and every reasonable effort will be made to provide one.

**The three stages are:**

### **4.2. Stage One (Informal)**

In the first instance it is the responsibility of the complainant to make an attempt to resolve a problem with the tutor or individual concerned.

### **4.3. Stage two (Formally registering a complaint)**

If you are not satisfied with the response you have received at stage one (informal) you should then use stage two of this procedure.

- 4.3.1. Outline the details of your complaint by e-mail at [ashramwales@gmail.com](mailto:ashramwales@gmail.com) or by letter or audio tape and send it to YOGA SATSANGA ASHRAM, ARDWYM GRANGE, LOGIN, WHITLAND, CARMARTHENSHIRE, WALES, SA34 0UY (marked private and confidential).

The letter will contain the following information:

1. Name, address and telephone number of the person who will investigate the complaint
  2. What support you can receive during the process of the complaint, e.g. in terms of making information accessible, using interpreters etc
- 4.3.2 In exceptional cases, for example, where a child or vulnerable adult is involved, in accordance with national guidelines and good practice the identity of individuals at risk will be protected
- 4.2.3 The complaint will be investigated and considered by a Panel of three – Both Directors and an external assessor (either another Gitananda teacher trainer or a teacher trainer from another tradition who is also accredited by the same awarding body.

Other YSA course tutors may be informed of the complaint and the outcome of the investigation on a need to know basis.

The investigation may involve all or some of the following courses of action, as appropriate to the individual case

- The subject of the complaint will be asked for their written response and version of events
- A meeting between the subject of the complaint and a Panel
- An assessment of teaching competence
- Further information may be sought from third parties with regard to the background (for example from other students on a course)

4.3.4. You will be kept informed at regular intervals as to how the investigation is progressing and timescales involved. You may also be asked for further information and comments to ensure that the Panel has a balanced understanding.

4.3.5 When the Panel has made a decision, you will receive a formal written response to your complaint. The response will include the following information:

- A decision about whether the complaint was upheld or not
- The reason for the decision
- The redress, if appropriate, which will be offered to you
- Any other action that may be taken in light of the complaint

#### **4.4. Stage Three (Appeal)**

4.4.1. You have a right of appeal against the decision of the Panel. Any appeal must set out reasons why you consider the appeal to be merited. You must lodge your appeal within 10 working days of receiving the decision.

4.4.2. An Appeals Panel, normally of two - three members, will be convened to consider your appeal. Panel membership will be restricted to people who have had no previous involvement in the investigation and consideration of the complaint.

4.4.3. Members of the Appeals Panel will:

- Consider whether the grounds for appeal are reasonable
- Read through the necessary paperwork and speak to any relevant individuals involved with the complaint as they consider necessary
- Make a final decision

4.4.4 The Chair of the Appeals Panel will write to you as soon as possible, to confirm:

- the final decision about the complaint
- the reason for the decision
- the redress, if appropriate, which will be offered to you
- any action that may be taken in light of the complaint

**5. Accountability**

- 5.1. YSA Directors are responsible for the efficient operation of the Complaints Procedure.

**6. Review**

- 6.1. This procedure was revised in 2015 and will be reviewed at regular intervals

**7. Recording complaints**

- 7.1. The Directors will ensure that a record of all complaints is maintained and these will be available for the accrediting body to view.