

COMPLAINTS POLICY AND PROCESS

Version 1

Date approved by directors: August 2023

Review: Annually

Next review date: August 2024

This refers to complaints against Warwickshire Iyengar Yoga CIC (WIYCIC) from outside our organisation. This may be against an individual team member, a director or the organisation as a whole.

We want you to receive the best possible service. If you feel our services have not lived up to your expectations the process below outlines what you, a student, client, partner, or service user, can do if you have a complaint about our staff, teachers, volunteers, classes or services.

The Directors are responsible for the maintenance and implementation of this procedure.

Any director, team member or volunteer who receives a complaint is responsible for actions in accordance with this procedure.

Complaints Process

The easiest way to resolve an issue is to discuss it with the person involved. If this does not resolve the issue, or if you do not feel able to raise the complaint with the person it affects, please get in touch with a WIYCIC director.

You can complain to the directors in person, over the phone, by email or in writing to:

Name: Celia Tudor-Evans

Role: Director WIYCIC

Tel: 07815 714088

Email: celiatevans@gmail.com

Address:

15 Ambassador Court
42-44 Kenilworth Road
Leamington Spa
CV32 6JF

Please tell us:

- your full name and contact details
- the date and location of the alleged conduct
- as much as you can about the complaint

- the full name of the teacher, WIY team member your complaint relates to
- any tangible evidence available to support the complaint
- how you would like us to resolve the matter

We will work to resolve any complaints quickly, effectively and informally. However, if the complaint cannot be resolved through the usual channels of open and honest communication we will follow the procedure below:

1. You will be asked to provide a written report about the complaint, covering the information stated above. (If providing a written report is not possible for you then please let us know and we will be happy to arrange for the report to be recorded orally).
2. A written record of the concern will then be completed by the WIYCIC director to whom you have made the complaint and if applicable, contact will be made with any partner organisation involved to discuss the issue with them.
3. We will:
 - acknowledge receipt of your complaint within five working days
 - discuss your complaint with you to understand why you are dissatisfied and what outcome you are looking for
 - give you a full response to the complaint as soon as possible and within 20 working days
 - Information you provide to Warwickshire Iyengar Yoga will be treated and held in line with our Privacy Policy. We may request additional information from you during the course of a review of any complaint.

If your complaint leads to the discovery of wrongdoing by a member of our team, we will deal with this by:

- Referring the complaint to The Iyengar Yoga Association (UK) if the complaint involves a teacher
- An investigation by the directors if the complaint involves a director or other volunteer

If your complaint refers to one of the directors listed, please refer your complaint to the other.

If your complaint refers to both directors listed and you do not feel able to discuss the issue with either of them then you can either request details for a third Director, or

refer to the complaint directly to Iyengar Yoga (UK), the national governing body for Iyengar Yoga teachers and Centres.

Please note that WIYCIC will not accept any liability for any costs incurred by individuals or organisations in the preparation of a complaint.