



## **BRITISH WHEEL OF YOGA 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 British Wheel of Yoga or a British Wheel of Yoga course or tutor.

### **2. Principles of British Wheel of Yoga complaints procedure**

- 2.1. The British Wheel of Yoga 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 British Wheel of Yoga is committed to ensuring that its services and courses are of the highest quality. The complaints procedure enables The British Wheel of Yoga 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 from the British Wheel of Yoga or a British Wheel of Yoga qualified teacher. For those who wish to make a complaint against a British Wheel of Yoga Accredited Group, in the first instance should apply directly to the Accredited Group and follow the group's policy and practice procedures.
- 3.2. This procedure does not cover complaints made by British Wheel of Yoga paid staff, volunteers and trustees who need to follow agreed grievance, disciplinary or other internal procedures.

Complaints about BWY employees should be addressed to the Chief Executive Officer

#### **4. Procedure - Complaints about the British Wheel of Yoga or a British Wheel of Yoga teacher/course:**

- 4.1. If your complaint is about The British Wheel of Yoga or a British Wheel of Yoga qualified teacher, then 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 a community language interpreter, please let the person dealing with the complaint know and every reasonable effort will be made to provide it.

**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 [cpandequity@bwy.org.uk](mailto:cpandequity@bwy.org.uk) or by letter or audio tape and send it to the Equity & Welfare Manager, 25 Jermyn Street, Sleaford, Lincolnshire NG34 7RU (marked private and confidential). If your complaint is about the Equity & Welfare Manager then you need to address it to the CEO of the British Wheel of Yoga (marked private and confidential) at the same address. Your complaint will be acknowledged as soon as possible. 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.

- 4.3.3. The complaint will be investigated and considered by a Panel of three – the CEO, the Equity & Welfare Manager and a third person who will be an educational expert selected by the Panel and the Education Committee Chair.

Other BWY officers may be informed of the complaint and the outcome of the investigation on a need to know basis – for example Regional Officer, Education Committee Officer.

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 the 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, sending it to the Equity & Welfare Manager (or the CEO if the complaint is about the Equity & Welfare Manager)

- 4.4.2. An Appeals Panel, normally of three members, will be convened to consider your appeal. The Equity & Welfare Manager will be responsible for ensuring the panel is appropriately representative. 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. The Equity & Welfare Manager is responsible for the efficient operation of the Complaints Procedure. Responsibility for carrying out investigations of complaints may be delegated to appropriate personnel in the British Wheel of Yoga, under the authority of the CEO.

## **6. Review**

6.1. This procedure was revised in 2011 and will be reviewed at regular intervals

## **7. Recording complaints**

7.1. The Equity & Welfare Manager will ensure that a record of all complaints is maintained and will furnish the relevant BWY committees with information regarding the totality of complaints received, reasons for complaints and how any underlying problems may be resolved.