



## **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.
  - Complaints will be dealt with in confidence. The only exception to this is when others could be put at risk by matters referred to in the complaint.
  - 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 they 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.

**4. Section A - 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 four 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 four stages are:**

**4.2. Stage One (Informal)**

Speak to the individual(s) concerned and try to resolve the complaint informally.

**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 letter, email, 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 by letter within 15 working days from the date it is received. The letter will contain the following information:

1. Name, address and telephone number of the person who will investigate the complaint
2. The date the investigation will start
3. 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 fairness to all parties and to ensure the Panel is able to investigate the complaint in an open and meaningful way, we cannot guarantee the anonymity of a complaint(s). 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. When the Panel has had the opportunity to consider your complaint it will, in the first instance, write to the tutor or person about whom the complaint has been made. The letter will outline the main elements of your complaint and ask for a full written response. When the Panel has considered the response it will offer the tutor or person about whom the complaint has been made, along with their representative should they wish, the opportunity to meet with two members of the Panel. The purpose of such a meeting is to ensure the Panel has a thorough understanding of all relevant matters.

At this point if further relevant information comes to light you may be asked for your comments to ensure the Panel has a balanced understanding. When your response has been received the Complaints Panel will consider all the information available to it and make its decision.

4.3.4. You should receive a full response to your complaint within 30 working days from the start of the investigation in writing from the person appointed to investigate the complaint. The complaint will be investigated and considered by a Panel comprised of the Education Committee Chair, the CEO and the Equity & Welfare Manager. The BWY Regional Officer within whose region the complaint has been submitted will be informed of the complaint and of the outcome of the investigation.

4.3.5 The response will include the following information:

- Details of the investigation
- 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 e.g. an apology, additional help or directing you to other sources of advice or support
- Any other action that may be taken in light of the complaint
- If it is not possible to provide a full answer to your complaint within 30 working days, the letter will outline reasons why and give a date by which a full answer is expected.

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

4.4.1. If you are not satisfied with the response to your complaint then outline the reasons for your dissatisfaction by letter, email, or audio tape within 10 working days of receiving it to the Equity & Welfare Manager (or the CEO of the BWY if it 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:

- read through the necessary papers
- speak to relevant individuals involved with the complaint
- make a final decision.

4.4.4 The Chair of the Appeals Panel will write to you within 30 working days of receiving your appeal, to confirm:

- the final decision about the complaint
- the reason for the decision
- the redress, if appropriate, which will be offered to you e.g. an apology, additional help or directing you to other sources of advice or support
- any action that may be taken in light of the complaint.

## **5. Review of the process**

5.1. Once you have been through stages one to three of the complaints procedure, should you not be satisfied that The British Wheel of Yoga has followed the process properly and dealt with your complaint fairly (e.g. by giving you insufficient opportunity to represent your view or ensuring all the relevant people are involved in the investigation), then you can outline the reasons for your dissatisfaction by letter, email, or audio tape within 20 working days of receiving the Appeals Panel report to the CEO of the BWY to request a review of the complaints handling process, not a further investigation of the complaint.

5.2. The CEO will make arrangements for a review of the complaint handling process, and will inform you of how the review will be carried out.

5.3. The decision of the process review will be final. The CEO will communicate in writing within 30 working days of receiving your appeal:

- whether or not the procedure has been followed properly and fairly
- the reason for the decision
- the redress, if appropriate, which will be offered to you e.g. an apology, additional help or directing to other sources of advice or support

- what action may be taken in light of the review.

## 6. Time limits

- 6.1. In circumstances where time limits cannot be met due to unforeseen circumstances, complainants will be notified in writing. The reasons for the delay with adjusted timescales will be supplied by the person responsible for handling the complaint.

## 7. Accountability

- 7.1. 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.

## 8. Review

- 8.1. This procedure came into operation in 2008 and will be reviewed after two years of operation.

## 9. Recording complaints

- 9.1. The Equity & Welfare Manager will be responsible for ensuring a record of all complaints is maintained in a format agreed. These will be reviewed by the Management Committee on a quarterly basis. The Equity & Welfare Manager will be responsible for collating information about complaints, and furnishing the Management Committee on an annual basis with details of the totality of complaints received, main reasons for complaints, outcomes and how any underlying problems have been resolved.

**Table showing the Complaints Process**

Stage	Action	Time Scale
<b>Stage 1 Investigation</b>	Deal with complaint immediately if possible	Up to 30 working days
<b>Stage 2 Formal Registration of Complaint</b>	Investigation  Decision  (if not acceptable to the Complainant)	Up to 30 working days

<p><b>Stage 3 Appeal</b></p>	<p>The Equity &amp; Welfare Manager organises an Appeal Panel</p> <p>Appeal Panel meets</p> <p>Decision</p> <p>(if not acceptable to the Complainant)</p> <p>Complainant informed that British Wheel of Yoga complaints process has no further stages</p>	<p>Up to 30 working days</p>
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## Complaints Pro-Forma

Name:

Contact Details:

What is your complaint?

- What happened or what went wrong?
- How has this affected you?

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For Office use

Date complaint received:

Investigating Officer:

Date complaint resolved: