



BWY Compliments, Comments and Complaints Policy

1. Principles of BWY Compliments, Comments and Complaints Policy

The BWY is committed to ensuring that its services and courses are of the highest quality. We strive for excellence in everything that we do, but we realise that sometimes we get things wrong and that not everyone will agree with what we do.

We welcome and value feedback as this enables us to listen, learn, and to improve what we do and how. Compliments, comments and complaints help us to continue to ensure that our services and courses are of the highest quality.

2. Who this policy is for

This policy applies to individuals (members of the public) and organisations wishing to comment on, compliment or complain about the way you have been treated or the service you have received from the BWY.

This policy does not apply to BWY employees, volunteers or trustees. In the event that they wish to make a complaint, they should refer to the relevant BWY policies e.g. Grievance Policy or Whistleblowing Policy.

3. Complimenting us

Compliments are valuable, and important to us and when they are received, they will be recorded and reported on. Compliments enable us to:

- understand from our members, supporters and stakeholders what we do well and the positive difference this makes
- provide positive feedback to our people – whether paid or unpaid
- influence the continued development of what we do, why and how we do it

4. Commenting on our people or our work

It is always helpful to hear what people think about us; what we do and how we do it.

Compliments and comments are welcome because they:

- help to influence the organisational decisions we may make
- help maintain the standards of our activities
- raise issues of real importance and can lead to change for the better

Wherever we can, we will record and report, internally and externally if required, on comments we receive.

We will endeavour to acknowledge compliments and comments wherever possible but whilst this may not always be practicable, please be assured that they are always appreciated.

5. Complaining about our people or our work

We recognise that there will be times when we make mistakes or get things wrong. Where this happens and where we receive a complaint, we will always take this seriously, record and report on it internally and externally if required, and deal with it in a timely manner.

We will always take steps to maintain the confidentiality of your personal information. We will only disclose it to people who need to look into your complaint, and, only to others where we are legally permitted to do so.

It is the responsibility of the complainant to make an attempt to resolve the complaint informally with the tutor or individual concerned before formally complaining to the BWY.

6. Defining a complaint

We define a complaint as 'an expression of dissatisfaction, however made about actions taken or a lack of action by the BWY, or someone acting on behalf of the BWY'.

Where it is unclear whether a communication is indeed a complaint, we will endeavour to confirm this with you, in so far as we can. If the communication or comment is done anonymously, we may not be able to treat it as a complaint under this policy.

The following issues (this is not an exhaustive list) will be treated as complaints:

- poor standards of service including accusations of professional incompetence/misconduct
- financial losses/waste;
- criminality within or involving the BWY
- the BWY being deliberately used for significant private advantage
- non-compliance with the BWY's own policies/procedures
- non-compliance with relevant laws and regulations.

Please note: under certain circumstances we may not be able to respond to a complaint including where:

- you have not identified yourself or provided your contact details
- your complaint is not about the BWY
- your expression of the complaint is insufficiently clear
- your complaint has been sent to us and other organisations as part of a bulk mailing or email
- your complaint is historical, over 2 years old.

However, BWY will still take the complaints seriously and deal with them appropriately, including contacting you where we are able to, to discuss the matter further.

7. Sharing your Compliments, Comments & Complaints with us

Set out below are the details of how and to whom you should submit your feedback:

	COMPLAINTS relating to BWY Staff ONLY	ALL OTHER Compliments, Comments and Complaints
Email	chair@bwy.org.uk	Compliance@bwy.org.uk
In writing	Chair British Wheel of Yoga 25 Jermyn Street Sleaford Lincolnshire NG34 7RU	Compliance Manager British Wheel of Yoga 25 Jermyn Street Sleaford Lincolnshire NG34 7RU

8. Our process for dealing with complaints

Where a complaint has been submitted in accordance with Section 7 of this policy, BWY will acknowledge your complaint within 14 days, explain the process that will be followed and when a decision will be made.

Following a thorough and fair investigation by us, to establish the facts surrounding the complaint, we will always attempt to provide a full, written response within 28 days. There may be occasions where this is not possible, and we will always notify you of this and advise you of the date by which you are likely to receive a response to your complaint against BWY.

When notifying you of the outcome of our investigation and any follow up action taken, we will confirm to whom you should submit an appeal in the event that you wish to contest the outcome. An appeal must be submitted in writing within 28 days from the date of the letter notifying you of the outcome and must satisfy one or more of the criteria in Section 9 below.

9. Appealing our response

Any appeal must be in writing and satisfy one or more of the following criteria:

- you have new, relevant information to present (which you have not previously submitted)

- we have failed to consider adequately or at all information you provided in connection with the complaint
- the response to your complaint is perverse in that no reasonable person could have reached that conclusion based on the information provided to them.

We will acknowledge receipt of your appeal within 10 days.

We will always attempt to provide a full response to your appeal within 28 days. There may be occasions where this is not possible, and where this is the case, we will always advise you and notify you of a date by when you may receive a response.

Our outcome response, which will always be in writing, is final; there will be no further redress within the BWY but listed in section 11 below are external organisations to whom you may refer.

10. Duty of Care to Complainants

We recognise we have a duty to make sure that individuals know that they have a right to complain or comment. It is important that this is able to happen quickly and in a positive way. Complaints should be taken seriously and explored so that any learning can be used to keep doing the right things or to make improvements. Positive comments can be encouraging and used to show how good ways of working are making a positive difference.

If someone wants to make a comment or complaint we have a duty to deal with it in line with BWY's Complaints Policy. We are committed to:

- Ensuring the confidentiality of the complainant and only sharing information appropriately to investigate the complaint.
- Making sure the individual knows that we may need to pass on information if there is a risk to the safety of themselves or others.
- Listening calmly and actively, assuring them that we are taking them seriously
- Not judging or becoming emotional
- Offering support but do not trying to answer at this stage.
- Explaining what will happen next, who the complaint will be passed to and when they will get some feedback.

SUMMARY – COMPLAINTS – QUICK REFERENCE GUIDE:

Complaint	<ul style="list-style-type: none"> • Complaint received in writing – acknowledged within 10 days by BWY • BWY aims to respond in full to complaint within 28 days • Complainant wishing to appeal (where relevant criteria satisfied) must do so IN WRITING within 28 days of receiving outcome response by BWY
Appeal	<ul style="list-style-type: none"> • Appeal acknowledged by BWY within 10 days • BWY aims to provide full & final response to appeal within 28 days of appeal being received

11. Complaints against a member of the National Executive Committee will be investigated as outlined below.

	Complaint will be investigated by	Appeal will be investigated by
If your complaint relates to a member of the National Executive Committee	The National Executive Committee.	An Independent Panel sourced by the NEC.

12. Taking your complaint outside of the BWY

In the event that you remain dissatisfied with the response you have received, you are entitled to take your concerns to any relevant statutory body, including but not limited to:

The Charity Commission (England & Wales)

<https://www.gov.uk/complain-about-charity>

The Scottish Charity Regulator

<http://www.oscr.org.uk/charities/raise-a-concern-about-a-charity/complaint-form>

The Charity Commission for Northern Ireland

<http://www.charitycommissionni.org.uk/about-us/making-a-complaint>

The Information Commissioner's Office

www.ico.org.uk

13. Legal Framework & Guidance

This Policy takes into account relevant legal requirements, regulations and guidance, including:

- Statutory guidance relevant to the BWY issued by the BWY's regulators including the Charity Commission
- Good Governance: A Code for the Voluntary and Community sector
- Data Protection Act 2018
- Charities (Protection and Social Investments) Act 2016