

Lime House Yoga Foundation Teacher Training

Complaints Procedure

1. Introduction

Lime House Yoga (LHY) aims to give the highest possible standard of customer satisfaction and service. If there is a complaint regarding the service, it is important that a formal system exists to investigate and deal fairly with any complaint received. LHY aims to address complaints using processes that are based on the values of respect, confidentiality and equality.

As a general rule, it is hoped that any problem or complaint will have been brought in the first instance by the complainant to the attention of a member of staff directly concerned or affected. Where however, the person raising the complaint does not wish to raise it initially directly with a member of staff or is not satisfied with the initial response, then the following procedure shall apply.

2. Objectives

The objective of this procedure is to give guidance:

(a) To the customer as to how a complaint should be made known to LHY

and

(b) To LHY's staff as to how a complaint must be dealt with

3. Prior to lodging a formal complaint

The complainant must take all reasonable measures to correspond with the respondent in relation to the grievance, detailing the nature of the grievance. An exception to this requirement may apply in the case of an alleged abuse, harassment or harm occasioning the reporting of the incident(s) to the police or other appropriate authority.

The complainant may choose to have someone supporting them to do this and any of the following stages – for example an advocate, friend or relative.

The LHY staff member concerned, should advise LHY Directors in writing of the nature of the complaint at the earliest possible opportunity.

4. Formal Procedure - STAGE 1

Where the complainant does not wish to raise the matter directly with the member of staff concerned or is not satisfied with the initial response, a written complaint should be submitted to the designated Complaints Officer - Emma Rowse or in the case of the complaint being about the Complaints Officer, with the Director Jock Orton and sent under "Private and Confidential" cover.

The complaint should be as factual as possible and should consider giving the following information:

- The nature of the complaint including the date(s), time, location, people involved and any other relevant information;
- The steps taken to resolve the grievance, including whether the complaint has been lodged elsewhere;
- What the person making the complaint would like the other person or persons to do or not do to address the complaint;
- What assistance the person making the complaint hopes to receive from LHY;
- A convenient time and date to discuss the complaint with the LHY Complaints Officer (or other staff member if the complaint relates to the Officer);
- Any other suggestions for ways to resolve the complaint

The complaint should be in writing and should be signed by the complainant. Where the complaint has not already been raised with the staff member concerned, the reasons for this should be included in the written complaint.

The Complaints Officer will acknowledge the complaint in writing within five working days of receipt and at this stage may request any further details/information if thought necessary. This acknowledgement will indicate that an answer will be given within ten working days of date of the letter.

The Complaints Officer or a director as appropriate, will investigate the complaint and discuss the outcome and suggested answer with the staff member concerned. Complaints alleging criminal behaviour may be referred to the appropriate authority such as the police.

The response will be sent to the complainant within ten working days of receipt.

5. Procedure - STAGE 2

Having received the response from LHY, the complainant must inform the Complaints Officer in writing if they are not happy with the response. The non-acceptance of the outcome will be acknowledged by LHY within five days of receipt.

In consultation with the complainant, LHY will seek to find an external mediator who can review the original complaint and response in an objective way and seek to bring both parties together to find a resolution. The complainant will be asked whether their personal identifiable information can be released to the external mediator.

The external review and its outcome will be sent in writing to the complainant within 10 working days of receipt.

If this does not resolve the matter, then LHY will consider obtaining legal opinion and will inform the complainant of this step and their opportunity to be involved. If legal opinion is sought, the outcome will be sent to the complainant

Signed:

A handwritten signature in black ink, appearing to read 'E Rowse', with a horizontal line underneath.

Date: 28th March 2018

Emma Rowse

Company Director