



# Grievance Procedure

in affiliation with



Every member of Lime House Yoga is committed to ensuring the best possible experience for practitioners, teachers and members and in learning from feedback in order to do so. All feedback is therefore welcomed, should be learnt from and where appropriate acted upon in order to improve the work of Lime House and any courses verified or delivered by Lime House teachers or studios.

If there is a complaint regarding the service, it is important that a formal system exists to investigate and deal fairly with this. This procedure applies to all members, volunteers, practitioners, trainees and teachers.

## Definitions

Teacher – the term ‘teacher’ refers to any Lime House Yoga faculty member, teacher, studio, volunteer or trainee teacher who is offering the yoga practice to another person.

Trainee – the ‘trainee’ refers to a person who is currently undertaking a programme of study leading to a teaching certificate.

Practitioner – the term ‘practitioner’ refers to a person undertaking a yoga practice.

Volunteers – the term ‘volunteer’ refers to a person undertaking a role that is unpaid

Employee – the term ‘employee’ refers to a person who works directly for and is salaried by Lime House

Contractor – the term ‘contractor’ refers to a person undertaking paid work for Lime House but who is not a salaried employee

## Objectives

The objective of this procedure is to give guidance:

- a) To the complainant as to how a complaint should be made
- b) To Lime House Yoga employees and designated officers as to how a complaint must be dealt with

### 1. Informal approach

It is always preferable to try to resolve conflict and grievance directly with the person it concerns. In the first instance you should speak with the person concerned if you are able to. They will try to resolve the issue as quickly as possible and if you are satisfied with the outcome there should be no need for further action.

An exception to this requirement may apply in the case of alleged abuse, harassment or harm occasioning the reporting of the incident(s) to the police or other appropriate authority.

A note of any informal concerns will be kept by the person it's reported to in order to ensure Lime House learns from the issues raised. These concerns should be reported to the Lime House Directors at the earliest opportunity.

If this does not resolve the problem or you feel unable to speak with the person the grievance concerns and it is not a matter that should be reported to the police or other authority, you should use the formal procedure below.

### 2. Written grievance

- 2.1 You should put your grievance in writing and submit it to the Lime House Yoga course director or designated Lime House Yoga Grievance officer. If your grievance concerns the course director, you may submit it directly to the designated Lime House Yoga Grievance Officer – [emma@limehouseyoga.com](mailto:emma@limehouseyoga.com).
- 2.2 The written grievance should contain a brief description of the reasons for your complaint, including any relevant facts, dates, and names of individuals involved so that we may investigate it if necessary.
- 2.3 This will be formally acknowledged in writing within 48hrs of receipt and will give the name and contacts details of the person who will investigate the matter.
- 2.4 The Grievance Officer will then investigate the issues raised. This may involve discussing the issue with other teachers, practitioners, volunteers, trainees or members and this will be done with discretion.

### **3. Grievance meeting**

- 3.1 We will invite you to a grievance meeting, which will normally be set for a date no more than two weeks after we have received your written grievance. You should make reasonable efforts to attend and may do so via online platforms e.g. Skype, FaceTime.
- 3.2 You are able to bring a friend to the meeting if you wish.
- 3.3 If you can't attend at the time specified, you should let us know as soon as possible and we will agree an alternative time.
- 3.4 A formal written response to the grievance will be sent within one week of the conclusion of the meeting along with details of the appeals process.

### **4. Appeals**

- 4.1 Where you are not satisfied with the response received, you can appeal to one of the other Lime House Yoga Directors.
  - Jock Orton – [jock@limehouseyoga.com](mailto:jock@limehouseyoga.com)
- 4.2 They will organise a panel of three to consider the appeal, one of whom will be drawn from the Lime House Yoga Faculty and two from outside Lime House Yoga.
- 4.3 If you wish to appeal you should do so in writing to the designated Faculty member, stating your full grounds of appeal, within one week of the date on which the decision was sent or given to you.
- 4.4 We will hold an appeal meeting, normally within two weeks of receiving the appeal. Where practicable, this will be held by someone senior to the person who conducted the grievance meeting.
- 4.5 Our final decision will be confirmed to you in writing within one week of the appeal hearing.

### **5. Links to other policies**

- 5.1 Any investigation will involve discussion with other members, trainees, practitioners, volunteers or teachers. This will be done with discretion and any records held in line with the Privacy Policy
- 5.2 Written records of any investigation will be kept and anonymised data used to feedback learning points for Lime House.

5.3 Where a child or adult at risk is involved, either directly or indirectly the Safeguarding Policy will be adhered to.

Signed: 

Date: 30<sup>th</sup> December 2019

Insert Job Title: Lime House Yoga Director

Review Date: 30<sup>th</sup> December 2020

We gratefully acknowledge and appreciate drawing on the work of [True Yoga](#) and [Volunteer Cornwall](#)