

Yoga Teachers Together CIC

Complaints Policy and Procedure



Purpose

Yoga Teachers Together CIC is committed to promoting high standards of professionalism, integrity and ethical practice amongst its registered yoga teachers and teacher training organisations.

This policy explains how complaints concerning registered teachers, trainees and schools will be managed. Our aim is to ensure that complaints are dealt with fairly, consistently, impartially and within reasonable timescales.

Scope

This procedure applies to complaints concerning individuals or schools registered with Yoga Teachers Together CIC.

It does not replace legal or regulatory processes. Where a complaint relates to alleged criminal activity, safeguarding concerns or matters that should properly be dealt with by another authority, Yoga Teachers Together CIC may suspend or discontinue its investigation and advise the complainant to contact the appropriate organisation.

Principles

All complaints will be:

- treated fairly and impartially.
- handled as confidentially as reasonably practicable.
- assessed on the available evidence.
- managed in accordance with this procedure.
- progressed within the stated timescales wherever possible.

Any person involved in handling a complaint who has a conflict of interest must declare it immediately and take no part in the investigation or decision-making process.

Making a Complaint

Complaints should be submitted in writing and include:

- the name of the registered individual or organisation.
- a clear description of the complaint.
- relevant dates.
- any supporting evidence available.

Anonymous complaints will only be considered where sufficient evidence exists to justify an investigation.

Stage One – Initial Assessment

Within 30 days of receiving a complaint, the Company Secretary (or another Board Member) will:

- acknowledge receipt of the complaint.
- provide the complainant with a copy of this Complaints Policy and Procedure.
- review the complaint to determine whether it falls within the remit of Yoga Teachers Together CIC.
- assess whether sufficient information has been provided to allow the matter to proceed.
- inform the complainant whether the complaint will be investigated.

Where appropriate, the Company Secretary may request further information from the complainant before deciding whether to proceed.

If the complaint is outside the remit of Yoga Teachers Together CIC or there is insufficient evidence to support an investigation, the complainant will be informed of the reasons, and the matter will be closed.

Stage Two – Investigation

Where a complaint proceeds, the registered individual or school concerned will be notified and provided with details of the complaint.

They will be invited to submit a written response, together with any supporting evidence, within 30 days.

The Company Secretary (or appointed Complaints Officer) may request further information from either party where necessary to establish the relevant facts.

Failure to provide a reasonable written response within the required timescale, without good reason or an agreed extension, may result in the matter being referred to the Board with a recommendation that registration be withdrawn without refund of any registration fees paid.

Once all available information has been gathered, the Company Secretary will prepare a summary report and submit it, together with the supporting evidence, to the Board for determination.

Board Determination

The Board will consider the evidence and determine an appropriate outcome.

Possible outcomes include:

- no further action.
- advice or recommendations.
- a written warning.
- conditions attached to continued registration.
- temporary suspension of registration.
- withdrawal of registration.

The Board may request further information before reaching a decision if it considers this necessary.

Both parties will normally be notified of the Board's decision within 30 days of the Board meeting at which the complaint is determined.

The decision will include a brief explanation of the reasons for the outcome.

Appeals

Either party may request a review of the Board's decision within 14 days of being notified of the outcome.

Appeals will normally only be considered where:

- significant new evidence has become available that could not reasonably have been provided during the investigation.
- there has been a material procedural error, or the decision was unreasonable based on the available evidence.

Where practicable, any appeal will be considered by Board members who were not involved in the original determination.

The outcome of the appeal will be final.

Confidentiality

All complaints and associated documentation will be handled confidentially and shared only with those who need the information to investigate or determine the complaint.

Records will be retained securely and managed in accordance with applicable data protection legislation.

Timescales

Yoga Teachers Together CIC aims to:

- acknowledge complaints within 30 days.
- complete the initial assessment within 30 days of receipt.
- receive the respondent's written response within 30 days of notification.
- notify both parties of the Board's decision within 30 days of the Board reaching its determination.

Where these timescales cannot reasonably be met, both parties will be informed of the reasons and provided with an updated timetable.

Review of this Policy

This policy will be reviewed periodically by the Board to ensure that it remains effective, fair and consistent with the objectives and governance of Yoga Teachers Together CIC.