



Yoga Scotland

(incorporating the Scottish Yoga Teachers' Association)

COMPLAINTS PROCEDURE

1.0 PURPOSE

To set out the procedures for dealing with complaints concerning classes, courses, Yoga Scotland events and administration of Yoga Scotland's activities.

NB Common-sense, courtesy to all involved, counselling and/or retraining must be the main tools used when dealing with complaints.

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3.0 COMPLAINTS AGAINST YOGA SCOTLAND REGISTERED TEACHERS

1. The complainant will be given the name, address and telephone number of the current Executive Committee Chairperson to contact.
2. The Chairperson will inform the complainant that the complaint will be dealt with as speedily as possible, but that there may be some delay as other Yoga Scotland personnel will need to be consulted.
3. The Chairperson will contact;
 - a. The teacher concerned to ask them for a short report on their side of the story.
 - b. A minimum of three members of the Executive Committee to discuss the complaint and decide on the action to be taken. Action to be taken may include asking an independent, senior Yoga Scotland teacher with experience of assessment to observe the teacher in a class situation.
4. The Chairperson may also ask for assistance or guidance from members of the Teacher Training and On-Going Training Sub-Committees.

In the case of a complaint being upheld

- a) The first option would be counselling, attending relevant OGT events and/or re-training. If the outcome of this strategy is satisfactory, no further action would be necessary.
- b) If this strategy fails to produce the desired change/improvement, the Chairperson would recommend, after consulting the Executive Committee, that the teacher's name be removed from the list of Yoga Scotland registered teachers.

Whatever the final outcome, the Chairperson will write to the complainant with a copy to the teacher involved, explaining what action has been taken.

NB Chairperson and Secretary will keep written records of the entire procedure.

4.0 COMPLAINTS AGAINST YOGA SCOTLAND TEACHER TRAINING COURSE TUTORS

1. The complainant will be given the name, address and telephone number of the current Executive Committee Chairperson to contact.
2. The Chairperson will inform the complainant that the complaint will be dealt with as speedily as possible, but that there may be some delays as other Yoga Scotland personnel will need to be consulted.
3. The Chairperson will contact
 - a. the Yoga Scotland tutor(s) concerned to ask them for a short report on their side of the story
 - b. a minimum of three members of the Executive Committee and Teacher Training Sub-Committee, to discuss the complaint and decide on the action to be taken.
4. Executive Committee may decide to send a questionnaire to the other participants on the relevant Yoga Scotland Teacher Training Course, and/or to ask an independent senior Yoga Scotland teacher to observe the tutor in a teaching situation.
5. If a complaint is upheld:
 - a. The first option would be counselling by providing a mentor who may suggest further professional development. If the outcome of this strategy is satisfactory, no further action would be necessary.
 - b. If this strategy fails to produce the desired change/improvement, the Yoga Scotland Chairperson may recommend, after consulting the Executive Committee and Teacher Training Sub-Committee, that the contract with the tutor is terminated.
6.
 - a. The Chairperson may send the complainant(s), on behalf of Yoga Scotland a written apology.
 - b. Should the complainant(s) decide, or be forced, to leave the course, Yoga Scotland may decide to reimburse all or a suitable part of the course fees.
 - c. In the case of students being abandoned by a Yoga Scotland Tutor, a replacement tutor will, where possible, be provided as soon as possible.

Whatever the final outcome, the Chairperson will write to the complainant with a copy to the tutor involved, explaining what action has been taken.

NB. Chairperson and Secretary will keep written records of the entire procedure.

5.0 COMPLAINTS REGARDING FOUNDATION COURSES

The complainant will be given the name, address and telephone number of the current Executive Committee Chairperson to contact.

The Chairperson will inform the complainant that the complaint will be dealt with as speedily as possible, but that there may be some delays as other Yoga Scotland personnel will need to be consulted.

The Chairperson will contact

- a. The Yoga Scotland Foundation Course tutor(s) concerned to ask them for a short report on their side of the story
- b. A minimum of three members of the Executive Committee including Foundation Course Coordinator, to discuss the complaint and decide on the action to be taken.

The Executive Committee may decide to send a questionnaire to the other participants on the relevant Yoga Scotland Foundation Course, and/or to ask an independent senior Yoga Scotland teacher to observe the tutor in a teaching situation.

If a complaint is upheld:

- a. The first option would be counselling by providing a mentor who may suggest further professional development. If the outcome of this strategy is satisfactory, no further action would be necessary.
 - b. If this strategy fails to produce the desired change/improvement, the Yoga Scotland Chairperson may recommend, after consulting the Executive Committee and Teacher Training Sub-Committee, that the contract with the tutor is terminated.
- a. The Chairperson may send the complainant(s), on behalf of Yoga Scotland, a written apology.
 - b. Should the complainant(s) decide, or be forced, to leave the course, Yoga Scotland may decide to reimburse all or a suitable part of the course fees.
 - c. In the case of students being abandoned by a Yoga Scotland Tutor, a replacement tutor will where possible, be provided as soon as possible.

Whatever the final outcome, the Chairperson will write to the complainant with a copy to the tutor involved, explaining what action has been taken.

NB. Chairperson and Secretary will keep written records of the entire procedure.

6.0 YOGA SCOTLAND EVENTS

Complaints concerning national Yoga Scotland seminars will go to the Yoga Scotland Chairperson. Complaints concerning On Going Training events will go to the Chairperson of On-Going Training Sub-Committee, who should consult the Yoga Scotland Chairperson. In both cases, the Chairperson may also contact relevant members of Yoga Scotland Executive Committee to discuss the complaint and decide on the action to be taken. The Executive Committee may decide to seek the views of other participants at the event in question.

If a complaint is upheld, the Executive Committee may recommend a change in procedure or policy and/or make such a recommendation at the next Annual General Meeting.

7.0 YOGA SCOTLAND ADMINISTRATION

Yoga Scotland administration is carried out by the office-bearers and other members of the Executive Committee. Complaints concerning Yoga Scotland administration will go to the Yoga Scotland Chairperson, who will contact;

- a. The person(s) complained against to ask him/her for short report on their side of the story
- b. A minimum of three member(s) of the Executive Committee to discuss the complaint and decide on the action to be taken.

Complaints concerning the Chairperson will be referred to the Vice-Chairperson.

If a complaint is upheld, the Executive Committee may recommend a change in procedure or policy and/or make such a recommendation at the next Annual General Meeting.

8.0 YOGA SCOTLAND RECORDS

A report must be kept on file for the record, of all complaints.