



kayleigh@yogaallianceprofessionals.org
10/2 Beaverhall Road, Edinburgh, EH7 4JE

COMPLAINTS PROCEDURE

We want our members to be happy with their membership and the services we offer. If you have cause for complaint then please in the first instance, set out your complaint clearly and briefly, including dates where possible, then email or post it to us.

Our email address for complaints is kayleigh@yogaallianceprofessionals.org
Our postal address is 10/2 Beaverhall Road, Edinburgh, EH7 4JE

If you have made a complaint about our services, your complaint will be managed by one of our team. They are responsible for ensuring that your complaint is resolved in a satisfactory and timely manner. We will send you an acknowledgement, telling you who is dealing with your complaint. We aim to email you an acknowledgement of your complaint within 48 hours of receipt.

APPEALS

If you feel that the initial response does not meet your expectations then an appeal can be made to the Head of Operations. This should be emailed to (claire@yogaallianceprofessionals.org) or posted for the attention of Claire Campbell.

If a complaint is deemed to be of a serious nature then, the first stage will be missed and the complaint will be dealt with directly by the Head of Operations and/or the Directors of Yoga Alliance Professionals. We will send you an acknowledgement of your complaint within 48 hours of receipt.

We aim to give you a full response within 30 working days. Please note it may take up to 12 weeks for a detailed investigation to be completed. We may contact you during an investigation for further information. Once any investigations are completed we will issue you with a written response.

COMPLAINTS ABOUT MEMBERS (including Teacher Training Courses)

If you have a complaint about a member or a Teacher Training Course, the complaint should be sent directly to the member in accordance with their own complaints procedure.

Please be aware that we will not get involved in personality clashes and cannot offer a mediation service in any circumstances. Our role is that of a neutral third party with no previous knowledge of the situation and we cannot get involved or favour either "side" or position. **We have no legal jurisdiction in relation to complaints and cannot be held as judge and jury in such situations.**

We will be happy to receive complaints from our members, If there is a tangible complaint regarding a member or Teacher Training Course. An example would be a Teacher Training Course which we have registered which does not meet the correct contact hours, or the person teaching the course has been changed and is not a Senior Yoga Teacher. In such circumstances, to ensure a fair and judicial process the complaint will be presented to the second party together with details of who is raising the complaint. Transparency and openness are essential in any dispute. It is vital that the party to whom the complaint is directed is fully aware of the complaint and is able to put context to the allegations.

If there is a tangible complaint regarding a member or Teacher Training Course, please put this in writing and email it to melissa@yogaallianceprofessionals.org or post for Melissa's attention.

She is responsible for ensuring that your complaint is resolved in a satisfactory and timely manner. She will aim to send you an acknowledgement of the complaint within 48 hours of receipt.

We aim to give a full response within 20 working days. If your complaint alleges serious professional misconduct by one of our members, it may take up to 12 weeks for a detailed fact finding investigation to be completed. We may contact you during an investigation for further information. Once any investigations are completed we will issue you with a written response.