



Contactyoga4health@gmail.com Tel 07782 413 146

Charity Number: 1190806

YIHA Complaints Policy

Policy statement

Receiving feedback and responding to complaints is an important part of improving YIHA's accountability. Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas.

Scope

This policy applies to the YIHA and all its activities in the United Kingdom. A complaint can be made by any supporter, partner organisation, community or individual with whom we work, or any member of the public whether an individual, company or other entity, in the UK.

Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions, or lack of action, by YIHA or its staff, teachers, and associated personnel. It is a criticism that expects a reply and would like things to be changed. Complaints could include the following (which is not an exhaustive list):

- Concern from someone we work with about the quality of programme delivery.
- Concern from a member of the public or supporter about a particular fundraising approach or campaign action
- Concern about the behaviour of staff, teachers, or associated personnel

A complaint has to be about some action for which YIHA is responsible or is within our sphere of influence.

A complaint is **not**:

- A general inquiry about YIHA's work
- A request for information
- A contractual dispute
- A request to amend records e.g., to correct an address, cancel a donation.
- A request to unsubscribe from a YIHA service e.g., a campaign newsletter or email.

The complaints procedures do not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities in the UK. Such issues will be dealt with by the relevant regulatory body.

Procedures for making a complaint.

Stage 1: Informal

It is hoped that most complaints or concerns about YIHA's work or behaviour can and will be dealt with informally by staff or volunteers at a local level. Complainants should try to talk to the person concerned and resolve matters in an informal way.

It is recognised however, that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

Stage 2: Formal Complaint

All formal complaints should be made in writing either directly from the individual or organisation making the complaint or via someone acting on their behalf.

Please send your complaint the Quality Assurance Officer: ajcyoga4health@gmail.com.

The Quality Assurance Officer will confirm receipt of your complaint within 5 working days in that correspondence they will outline the course of action that they will take, including an expected timeframe for investigation and further correspondence.

It is hoped that a resolution to the complaint can be made in a timely fashion to the satisfaction of the YIHA and the complainant. If the complainant is not satisfied with the outcome of the complaint process, they will be given the opportunity to appeal. The appeal will be considered at board level and the outcome of this process will be considered final.

Who can make a complaint?

A complaint can be made by:

- Any supporter
- Partner organisation
- Community, teacher or individual with whom we work.
- Any member of the public whether an individual, company or other entity in the UK or around the world.

Who is not covered by this policy?

Complaints by staff are governed by YIHA's procedures for dealing with problems in the workplace, and Anti Bullying and Harassment policy. Complaints relating to serious incidents such as fraud and corruption or safeguarding concerns will be dealt with through the relevant policy and procedures.

Change Record

Date of Change:	Changed By:	Comments:
26.11.20	Paul Fox	Policy approved by the Trustees
9.3.21	Paul Fox/Amanda Jane Crompton	Policy updated with minor amendments to interlink better with YIHA policy suite. Policy approved by the Trustees