



Contactyoga4health@gmail.com Tel 07782 413 146

Charity Number: 1190806

Grievance Procedure

This grievance procedure is intended for the use of YIHA staff, tutors, trainees, and volunteers. Tutors delivering the Yoga4Health programme may find that their grievance should in the first instance be raised at their place of work. If this is not appropriate Yoga4Health tutors may seek advice from the Quality Assurance and Complaints Officer at the YIHA, who will determine the correct course of action with the support of the YIHA Board. Contact details: ajcyoga4health@gmail.com

Dealing with grievances informally

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with an appropriate manager. You may be able to agree a solution informally between you.

Formal grievance

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to an appropriate manager at your place of work. If you are unsure, seek advice from the Quality Assurance and Complaints Officer at the YIHA, who will determine the correct course of action, with the support of the YIHA Board. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against your manager and you feel unable to approach him or her you seek advice from the Quality Assurance and Complaints Officer at the YIHA, who will determine the correct course of action, with the support of the YIHA Board.

Grievance hearing

You will be invited to meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting you will receive a decision in writing, normally within 24 hours.

If it is necessary to gather further information before making a decision you will be informed of this and the likely timescale involved.

Appeal

If you are unhappy with the decision and you wish to appeal, you should advise the YIHA of this by responding to your Grievance Hearing decision letter within 21 days.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by a senior member of the YIHA. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting you will receive a decision, normally within 24 hours. This decision will be final.

Change Record

| Date of Change: | Changed By: | Comments: |
|-----------------|--------------------------|---|
| 25.03.2021 | Created by AJCrompton | Drawn from the ACAS Grievance and Disciplinary Resources, required as part of Bullying and Harassment, Equality Diversity and Inclusion and other policy documents. |
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