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Charity Number: 1190806

YIHA Complaints Policy

Policy Statement and Scope

Receiving feedback and responding to complaints is an important part of The Yoga in Healthcare Alliance's (YIHA) quality improvement process and ensures our accountability.

This policy applies to YIHA and all its activities in the United Kingdom. Tutors delivering the Yoga4Health programme and Yoga4NHS programme are also able to use this Complaints Policy when working with Service Users and NHS staff.

A complaint can be made by any supporter, partner organisation, community or individual that YIHA or someone representing YIHA is working with, 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, Yoga4Health/ Yoga4NHS tutors and associated personnel. It is a criticism that expects a reply and would like things to be changed. Complaints could include the following (this list is not exhaustive list):

- A concern from someone YIHA works with or Yoga4Health/ Yoga4NHS tutors are working with about the quality of programme delivery.
- A concern from a member of the public or supporter about a particular fundraising approach or campaign action
- A concern about the behaviour of YIHA staff, teachers, Yoga4Health/ Yoga4NHS tutors or associated YIHA personnel

A complaint has to be about some action for which YIHA or someone representing YIHA is responsible or is within YIHA's 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.

In the following process, YIHA is given to mean YIHA and those representing YIHA including tutors, staff, volunteers and Yoga4Health/ Yoga4NHS tutors.

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 at a local level. At stage one, 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

If the matter has not been resolved informally at stage one, complaints can make a formal complaint at stage 2. 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: training@yogahealthcarealliance.com

Formal complaints should contain as much information as possible about the situation giving rise to the dissatisfaction. Please include dates, times, those present and a clear account of the occurrence, avoiding language that is abusive or offensive.

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, details of which will be provided in writing. 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 YIHA 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.. Complaints relating to serious incidents such as bullying and harassment, health and safety, or safeguarding concerns will be dealt with through the relevant policy and procedures.

Separate YIHA policies are available that address Grievances, Misconduct and Malpractice.

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
09.03.2022	AJC	Reviewed for currency
28.11.2022	AJC	Reviewed and revised
30.11.2022	PF	Approved
30.11.2023	AJC	Reviewed for currency
06.05.2024	AJC	Reviewed and revised
15.05.2024	PF	Approved