



Contactyoga4health@gmail.com Tel 07782 413 146

Charity Number: 1190806

Grievance Procedure

The purpose of this grievance procedure is to provide an accessible and fair process for students, staff, tutors and YIHA representatives to have their concerns heard, investigated and, where necessary, addressed or corrected.

Grievances should relate to matters that may constitute violation of YIHA's established standards, policies and practices. Examples include, but are not limited to, issues such as bullying and harassment, discrimination or discrepancies related to assessment). Matters that do not involve potential violation of YIHA standards should be addressed through YIHA complaints policy.

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: training@yogahealthcarealliance.com

Dealing with grievances informally

If you have a grievance or complaint regarding your work or colleagues, you should, wherever possible, begin by discussing it with an appropriate manager. You may be able to resolve the matter informally through mutual agreement.

Formal grievance

If the matter is serious and/or you wish to raise the matter formally you should submit your grievance in writing to an appropriate manager at your place of work or at YIHA. If you are unsure, seek advice from the Quality Assurance and Complaints Officer at the YIHA, who will advise on the correct course of action in consultation with the YIHA Board. When submitting a grievance, you should stick to the facts and avoid using insulting or abusive language.



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Where your grievance is against your manager and you feel unable to approach him or her, you should seek advice from the Quality Assurance and Complaints Officer at the YIHA, who will advise on the appropriate course of action in consultation with 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 additional information is required before a decision can be made, you will be informed of this and provided with an expected timescale.

Appeal

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

You will be invited to an appeal meeting, usually 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.

Following the appeal meeting you will receive a written 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.
02.12.2022	AJC	Reviewed and Revised
07.12.2022	PF	Approved
06.05.2024	AJC	Reviewed for currency
15.05.2024	PF	Approved
28.10.2025	AJC	Reviewed and revised
05.11.2025	PF	Approved