

GRIEVANCE POLICY

A grievance or a complaint is an expression of dissatisfaction, either written or spoken.

There is a difference between a grievance and a complaint which can be defined as follows:

A complaint is a general expression of dissatisfaction with a situation or the behaviours of other person (s), an expression by a complainant of concern, dissatisfaction or frustration concerning matters such as the quality or delivery of a service, a policy or procedure, a decision, or the conduct of another person which arises from a grievance.

A grievance is a more specific and serious feeling of an alleged wrong or hardship suffered, which is the grounds of a complaint it may arise, for example, from any action or inaction, behaviour, situation or decision; discrimination, harassment, victimisation, racial and religious vilification, interpersonal conflicts or difficulties, resources; and unethical behaviour of one or more parties. For a real grievance to have occurred there must have been a serious violation that can be challenged. There are occasions when it may be deemed inappropriate to commence a grievance resolution process. NB: Grievances must be lodged in good faith and not be vexatious.

Yoga Here & There follows the same procedure when dealing with a complaint or a grievance. Henceforth, this policy shall refer to both a complaint and a grievance as simply "complaint".

Yoga Here & There recognises that the expression of a complaint is an important part of customer feedback. Yoga Here & There reviews all complaints and grievances for compliance with our Code of Ethics, Code of Conduct and Terms & Conditions. All complaints will be investigated fully and fairly. Complaints will be dealt with in confidence. The only exception to this is when others could be put at risk by matters referred to in the complaint.

If the complainant is not happy with the result of the response to the complaint, they have the right to appeal to the teachers' or the school's industry body such as Yoga Alliance Australia.

Yoga Here & There is a provider of yoga classes, workshops and retreats and is a Teacher Training School, committed to ensuring that its services and courses are of the highest quality. The complaints procedure enables the school to respond clearly and properly to complaints and to recognise when and why people are not satisfied with its service and course, so we may improve them.

There are three stages that you may wish to follow to try and resolve the issue.

Stage One:

Speak to the individual(s) concerned and try to resolve the complaint informally on the day.

Stage Two:

Outline the details of your complaint by letter or email, send it to Yoga Here & There. Make sure to include the following:

The nature of the complaint including the date(s), time, location, people involved and any other relevant information;

The steps taken to resolve the complaint, including whether the complaint has been lodged elsewhere;

What the person making the complaint would like the other person or persons to do or not do to address the complaint;

What assistance the person making the complaint hopes to receive from Yoga Here & There;

A convenient time and date to discuss the complaint with a Yoga Here & There representative;
Any other suggestions for ways to resolve the complaint.

Your complaint will be acknowledged within 3 working days from date received.

Stage Three:

If you are not satisfied with the response to your complaint then outline the reasons for your dissatisfaction by letter. Email this to Yoga Alliance Australia or the appropriate industry body.