

# Hereford Yoga CIC

## Complaints Policy and Procedure

This refers to complaints against Hereford Yoga Centre (HYC) or Hereford Yoga CIC (HYCIC) from outside our organisation. This may be against an individual team member, a director or the organisation as a whole.

### **Complaints Policy**

At HYC we are proud of the service we offer. We therefore want to hear from anyone who feels our services have not lived up to expectations.

The following procedure outlines what you, an HYC student, client, partner, or service user, can do if you have a complaint about our staff, teachers, volunteers, classes or services.

### **Complaints Procedure**

The easiest way to resolve an issue is to discuss it with the person with whom the issue lies. In the first instance, if you feel able to, please discuss the problem with the HYC team member involved. If this does not resolve the issue, or if you do not feel able to raise the complaint with the person it affects, please get in touch with an HYCIC director. You can complain to the directors in person, over the phone, by email or in writing on the below contact details:

When making a complaint, please tell us:

- your full name and contact details
- the date and location of the alleged conduct
- as much as you can about the complaint
- the full name of the teacher or HYC team member your complaint relates to
- any tangible evidence available to support the complaint
- how you would like us to resolve the matter

Our contact details:

Name: Jenny-May While

Role: Managing Director and teacher

Contact details: 01432 353324 [jennymay@herefordyoga.co.uk](mailto:jennymay@herefordyoga.co.uk)

Name: Claire Jenkins

Role: Member of HYCIC Board

Contact details: 07759 633929 [claire@reesjenkins.com](mailto:claire@reesjenkins.com)

Hereford Yoga Centre, Unit 10 Foley Trading Estate, HR1 2QH

Every attempt will be made to resolve any complaints quickly, effectively and informally. However, if the complaint cannot be resolved through the usual channels of open and honest communication the following procedures will be followed.

1. You will be asked to provide a written report about the complaint, covering the information stated above. (If providing a written report is not possible for you then please let us know and we will be happy to arrange for the report to be recorded orally).
2. A written record of the concern will then be completed by the HYC director to whom you have made the complaint and if applicable, contact will be made with any partner organisation involved to discuss the issue with them.

3. We will:

- acknowledge receipt of your complaint within five working days
- discuss your complaint with you to understand why you are dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days

Information you provide to Hereford Yoga CIC will be treated and held in line with our Privacy Policy. HYCIC may request additional information from you during the course of a review of any complaint.

Should your complaint lead to the discovery of wrongdoing by a member of our team, this will be dealt with by:

- Referring the complaint to IY(UK) if the complaint involves a teacher
- An investigation by the board of directors if the complaint involves a director, another employee or volunteer, or the whole organisation

If your complaint refers to one of the directors listed, please refer your complaint to the other. If your complaint refers to both directors listed and you do not feel able to discuss the issue with either of them then you can either request details for a third Director, or refer the complaint directly to IY(UK), the national governing body for Iyengar Yoga teachers and Centres.

Updated October 2024 by Claire Jenkins