

TSYP Complaints policy and procedure

Every member of TSYP is committed to ensuring the best possible experience for practitioners and students, and in learning from feedback in order to do so. All feedback is therefore welcomed and will be considered, and where appropriate acted upon in order to improve the work of the organisation and any courses verified or delivered by TSYP. To this end, teachers and practitioners of the organisation are expected to adhere to the TSYP Code of Ethics.

1. General

- Where a member of the public has concerns about a practitioner or the organisation as a whole, this can be raised informally initially with a Trustee with a view to resolving the issue quickly and fairly.
- Where an informal approach does not resolve matters, a formal complaint may be made. This should be made to the Chair of TSYP: chair@tsyp.yoga. Where the Chair is the subject of the complaint, the complaint should be addressed to the Vice-Chair: vicechair@tsyp.yoga.
- Any complaint must be made in writing or by email within three months of the alleged incident and will be acknowledged within two working days of receipt. An investigation will be undertaken and may involve discussion with other members of the organisation, those involved and, where relevant, students. This will be done with discretion. Where appropriate, the matter may involve a meeting to discuss the issues. The complainant will be invited to have a friend to accompany them should they so wish.
- The outcome of any investigation will be notified to the complainant within 20 working days.
- Written records of any investigation will be kept and anonymised data used to feedback learning points for faculty and the organisation as a whole. Any records will be held in line with the Privacy & Data Protection Notice.
- Where a child or adult at risk is involved, either directly or indirectly, the Safeguarding Policy will be adhered to.
- Where it is alleged that a practitioner or teacher has not followed the TSYP Code of Ethics, sanctions can include the removal of the individual from the organisation, suspension of membership, retraining or such other sanction as is deemed appropriate in the circumstances.
- Where the complaint results in the sanction or removal from TSYP, appeal can be made to the Board of Trustees within 20 working days of the result of the initial complaint.
- The appeal will be investigated by three Trustees or Advisors who have not been involved in the complaint. Any decision will be notified to the complainant in writing within 20 working days of receipt of the appeal. The decision will be final.

2. Students on TSYP courses

Informal Approach

- Where a student on a course run or verified by TSYP is unhappy with an aspect of the course, they should in the first instance speak with the Lead Tutor, who will try to resolve the issue as quickly and straightforwardly as possible. If they are satisfied with the outcome there should be no need for further action.
- A note of any informal concern raised will be kept by the Lead Tutor in order to ensure that the organisation learns from issues raised. He or she will also notify the IQA for the course within five working days.
- Where an informal approach does not resolve the individual's concerns they will be asked to follow the complaints procedure as set out below.

Complaints Procedure

- Where an informal approach does not resolve a student's concerns, they may make a formal complaint by putting their concerns in writing, either by letter or by email and sending it to the Lead Tutor.
- Where a complaint implicates the Lead Tutor, the matter should be referred to the Vice-Chair of TSYP who will then undertake the investigation associated with the complaint in the place of the Lead Tutor.
- Any complaint should be received within three months of the incident referred to. This will be formally acknowledged in writing within two working days of receipt and will give the name and contact details of the person (the lead investigator) who will investigate the matter.
- The lead investigator will then investigate the issues raised. This may involve discussing the issue with other teaching assistants, or members, or with other students. This will be done with discretion.
- The person raising a concern will also be asked if they wish to discuss the matter in person and be invited to have a friend accompany them should they so wish.
- A formal written response to the complaint will be sent within 20 working days.
- The IQA for the course should also be notified of the complaint within 48 hours of receipt of the complaint, and be informed as to the outcome at the same time as the student.

Appeals for Students

- Where a student is not satisfied with the response received from the Lead Tutor, they can appeal to the Chair of TSYP to review the complaint. This appeal must be made within 20 working days of the Lead Tutor's decision. The Chair will review the matter and will notify the complainant in writing within 20 working days of receipt of the appeal.
- Where the student or individual remains dissatisfied with the outcome, they may make a final appeal to the Chair of an external organisation. In the case of TSYP the external organization is The Association for Yoga Studies ('AYS'). This must be done in writing, by email or by letter, and within 20 days of receiving the formal written response. A response to this Appeal will be governed by the time frames of that body.

- Please address correspondence to Administrator, aYs, 5 Nightingales, 5 Milner Road, Bournemouth BH4 8AD.
- This procedure is to be used for service delivery. Where a student has concerns over an assessment decision, they should follow the Assessment Appeals Policy.

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