TSYP Complaints Policy

Purpose

This policy outlines how TSYP handles complaints about its training courses, events, members and general activities.

Course complaints and student appeals

Informal resolution

If you have a concern or dispute regarding an aspect of your course, including teaching or an assessment decision, please discuss it first with your Lead Tutor, who will try to resolve the matter directly and informally. The Lead Tutor will keep a brief internal record of informal concerns to help TSYP improve course delivery and will notify the Internal Quality Assurer (IQA).

Submitting a formal complaint or appeal

If informal discussion does not resolve the issue, you may lodge a formal written complaint or appeal within 3 months of the incident or decision. Send your complaint in writing to the Lead Tutor. If the complaint or appeal involves the Lead Tutor, email the Head of Education and Training at training@tsyp.yoga or the Vice Chair at vicechair@tsyp.yoga.

Investigation and response

We will acknowledge receipt within seven working days. An impartial investigator who is not directly involved in the complaint, will investigate the matter confidentially and discreetly. Where serious concerns or allegations are raised, TSYP reserves the right to temporarily pause a student or tutor's course participation without prejudice while the investigation takes place. The investigation may involve reviewing coursework, assessment records, or speaking with relevant tutors or students. You may request to discuss the matter in person or online, and you are welcome to be accompanied by a support person. We aim to provide a formal written response within 20 working days. The course IQA will be updated on the outcome.

Internal Appeals

If you are dissatisfied with the response, you may appeal in writing to the Chair of TSYP at chair@tsyp.yoga or any other Trustee within 20 working days of receiving the decision. The Chair or Trustee will review the case and respond in writing within 20 working days.

External Appeals

If you remain dissatisfied with the outcome, you may escalate your complaint to the relevant accrediting body as appropriate for your course.

General complaints

Informal resolution

If you have a concern about a TSYP member or the organisation, we encourage you to raise it informally first with any Trustee. We aim to resolve most minor concerns quickly and constructively.

Submitting a formal complaint

If an informal approach is unsuitable or unsuccessful, you may submit a formal written complaint within 3 months of the incident. Send your complaint in writing to the Chair at chair@tsyp.yoga. If the complaint involves the Chair, email the Vice Chair at vicechair@tsyp.yoga.

Investigation and response

We will acknowledge receipt within seven working days. A designated, impartial Trustee who is not directly involved in the complaint, will investigate the matter confidentially and discreetly. In cases involving serious allegations, TSYP reserves the right to temporarily suspend a teacher or practitioner's membership or teaching privileges on a neutral, without-prejudice basis while the investigation is underway. The investigation may involve speaking with relevant parties, who may be accompanied by a support person to any formal meeting. We aim to send a formal written response within 20 working days. If more time is needed due to the complexity of the matter or volunteer availability, we will notify you of the delay.

Outcomes and sanctions

Where a complaint against a teacher or practitioner is upheld, potential outcomes include further training, suspension or removal from TSYP membership.

Appeals

If a complaint results in sanction or removal from TSYP membership, the individual may appeal in writing within 20 working days of the decision. The appeal will be reviewed by an impartial panel of up to three Trustees and/or independent advisors not previously involved. The appeal decision will be communicated within 20 working days and is final.

Safeguarding & Data Protection

Complaints involving a child or vulnerable adult will immediately follow the TSYP Safeguarding Policy. Records of complaints are stored securely in line with current UK Data Protection legislation.