



Complaints Policy and Procedure

What is a complaint?

A complaint is an expression of dissatisfaction, either written or spoken. A complaint can be made by an individual or a group. You may wish to complain if you are not satisfied with the way you have been treated, the service you have received or the tuition you have received from LYTTG or an LYTTG tutor.

Principles of LYTTG complaints procedure

LYTTG recognises that complaints are an important part of member feedback. All complaints will be investigated fully and fairly. If the complainant is not happy with the result of the response to the complaint, they will have the right to appeal.

LYTTG is committed to ensuring that its services and courses are of the highest quality. The complaints procedure enables LYTTG to respond clearly and properly to complaints and to know when and why people are not satisfied with its services and courses, so that it can improve them.

Who can make a complaint?

This procedure is for anyone who has received a service from LYTTG.

This procedure does not cover complaints made by LYTTG paid staff, volunteers and trustees who need to follow agreed grievance, disciplinary or other internal procedures.

Complaints about LYTTG employees should be addressed to the LYTTG administrator, Deb Watson.

Complaints Procedure

If your complaint is about the LYTTG, an LYTTG qualified teacher or an LYTTG course or centre, there are three stages that you can go through to try and resolve the problem. You may wish to involve an advocate, such as your LYTTG mentor, or friend to support you at any stage. If you need a sign language or community language interpreter, please let the person dealing with the complaint know, and every reasonable effort will be made to provide one.

The three stages are:

Stage One (Informal)

In the first instance it is the responsibility of the complainant to make an attempt to resolve a problem with the tutor or individual concerned.

Stage Two (Formally registering a complaint)

If you are not satisfied with the response you have received at stage one (informal) then you should use stage two of this procedure.

Outline the details of your complaint by e-mailing the LYTTG course administrator Deb Watson (debyoga@gmail.com), or by letter for the attention of LYTTG course administrator Deb Watson. If your complaint is about the LYTTG course administrator, then you need to address it to the Founding Course Director Anne-marie Zulkahari of the LYTTG (marked private and confidential) at the same address. Your complaint will be acknowledged within 14 days. The letter of response will contain the following information:-

1. Name, address and telephone number of the person who will investigate the complaint
2. What support you can receive during the process of the complaint, e.g. in terms of making information accessible, using interpreters etc. We will aim to investigate the complaint within 28 days. If the complaint is complex or requires more time, then this timescale may be extended.

In exceptional cases, for example, where a child or vulnerable adult is involved, in accordance with national guidelines and good practice the identity of individuals at risk will be protected.

The complaint will be investigated and considered by two LYTTG course directors. Substitutes may occasionally be made if any of the two are unavailable or are the subject of the complaint.

The investigation may involve all or some of the following courses of action, as appropriate to the individual case:-

- The subject of the complaint will be asked for their written response and version of events
- A meeting between the subject of the complaint and the Panel.
- An internal assessment of teaching competence, or an external assessment should this be deemed appropriate.
- Further information may be sought from third parties with regard to the background, for example, from other students on a course.

You will be kept informed at regular intervals as to how the investigation is progressing and timescales involved. You may also be asked for further information and comments to ensure that the Panel has a balanced understanding.

When the Panel has made a decision, you will receive a formal written response to your complaint. The response will include the following information:-

- A decision about whether the complaint was upheld or not
- The reason for the decision
- The redress, if appropriate, which will be offered to you
- Any other action that may be taken in light of the complaint

Stage Three (Appeal)

You have a right of appeal against the decision of the Panel. Any appeal must set out reasons why you consider the appeal to be merited. You must lodge your appeal within 14 days of receiving the

decision, sending it to the LYTTG course administrator or the LYTTG founding director if the complaint is about the course administrator.

An Appeals Panel, normally of 2 members, will be convened to consider your appeal. An LYTTG course director will be responsible for ensuring the panel is appropriately representative. Panel membership will be restricted to people who have had no previous involvement in the investigation and consideration of the complaint. We aim to complete the appeal investigation within 14 days and will inform you of any revised timescale should this, for any reason, prove impossible. The decision made by the appeals panel is final.

Members of the Appeals Panel will:-

- Consider whether the grounds for appeal are reasonable.
- Read through the necessary paperwork and speak to any relevant individuals involved with the complaint as they consider necessary.
- Make a final decision.

A member of the Appeals Panel will write to you as soon as possible, to confirm:-

- the final decision about the complaint.
- the reason for the decision.
- the redress, if appropriate, which will be offered to you.
- any action that may be taken in light of the complaint.

Accountability

The Course Directors are responsible for the efficient operation of the Complaints Procedure. Responsibility for carrying out investigations of complaints may be delegated to appropriate personnel in the LYTTG, under the authority of the Course Directors.

Review

This procedure was revised on 04/02/18 and will be reviewed on an annual basis.

Recording complaints

The LYTTG course administrator will ensure that a record of all complaints is maintained and will furnish the LYTTG with information regarding the totality of complaints received, reasons for complaints and recommendations for improvements.

Contact Us

If you have any queries about the contents of this policy, please contact the LYTTG course administrator Deb Watson (debyoga@gmail.com).