

Complaints Procedure

*How to handle a complaint about your teaching, services,
or conduct — promptly, fairly, and professionally.*

YOGAPROS

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Compliance & Safety

A decorative graphic in the bottom right corner of the page. It features a large, solid purple circle representing a head, and a thick, dark purple line forming the torso and limbs of a stylized person in a yoga pose, specifically a variation of the Warrior II pose.

◆ CONTENTS

What's *inside*.

-
- 01 Introduction
 - 02 When to use this guide
 - 03 Why complaint handling matters
 - 04 Before responding
 - 05 The five steps
 - 06 When should you seek advice?
 - 07 Complaint handling checklist
 - 08 Important
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◆ INTRODUCTION

This template provides a practical starting point for planning, recording, and reviewing your professional practice. Adapt it to suit your role, teaching environment, students, and any relevant legal, safeguarding, or insurance requirements.

◆ WHEN TO USE THIS GUIDE

Refer to this guide whenever a student, client, parent, or third party raises a concern about your teaching, services, or conduct. You can also use it to develop or review your business's complaints procedure and professional policies.

◆ WHY COMPLAINT HANDLING MATTERS

Professionalism, accountability, *respect*.

Effective complaint management demonstrates professionalism, accountability, and respect for your students. An effective approach can help you to:

- Resolve concerns quickly and fairly.
- Maintain positive relationships where possible.
- Learn from feedback and improve your practice.
- Protect your professional reputation.
- Demonstrate that you take concerns seriously.
- Reduce the likelihood of complaints escalating.

Each complaint is an opportunity for reflection and improvement.

◆ BEFORE RESPONDING

Receiving a complaint can feel personal, especially when you have worked hard to support your students.

Before replying, read the complaint carefully. Do not respond if you feel emotional or defensive. Take time to understand the concern, focus on the facts, and avoid assumptions. A thoughtful response is usually more effective.

A measured response is more effective than an emotional one.

◆ THE FIVE STEPS

Step 1: Acknowledge the *complaint*.

Respond promptly to let the person know you've received their complaint. Your acknowledgment should:

- Thank them for bringing the matter to your attention.
- Confirm you've received their complaint.
- Explain that you'll review the information.
- Provide an indication of when they can expect a response.

Acknowledging a complaint does not mean admitting fault. It demonstrates professionalism.

Step 2: Gather the *facts*.

Before reaching any conclusions, collect as much relevant information as possible. Consider:

- What happened?
- When did it happen?
- Who was involved?
- Were there any witnesses?
- Do you have attendance records, emails or messages?
- Were any incidents recorded at the time?

Base your decisions on evidence, not assumptions.

Step 3: Review your *practice*.

Ask yourself:

- Did I follow my normal procedures?
- Was the class suitable for those attending?
- Were risks appropriately managed?
- Did I remain within my scope of practice?
- Were professional boundaries maintained?
- Is there anything I could have handled differently?

Willingness to reflect is essential to professional practice.

Step 4: Respond *professionally*.

When responding:

- ✓ Remain polite and respectful.
- ✓ Focus on the facts.
- ✓ Answer the concerns raised.
- ✓ Avoid becoming defensive.
- ✓ Explain any actions you have taken.
- ✓ Be honest if mistakes have been made.

If appropriate, explain how you intend to prevent similar issues in the future.

Step 5: Keep *records*.

Maintain a record of:

- The complaint received.
- Dates and times.
- Correspondence.
- Notes of conversations.
- Actions taken.
- The outcome.

Accurate records demonstrate that you have managed the complaint professionally.

◆ WHEN SHOULD YOU SEEK ADVICE?

Some complaints require additional *support*.

Consider seeking advice if the complaint involves:

- A serious injury.
- A safeguarding concern.
- Allegations of discrimination or harassment.
- Professional misconduct.
- Threats of legal action.
- Insurance claims.
- Media or public attention.

If appropriate, contact your insurer before responding to allegations that could result in an insurance claim.

◆ COMPLAINT HANDLING CHECKLIST

When you receive a complaint:

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- ☐ Stay calm and professional.
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- ☐ Acknowledge receipt promptly.
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- ☐ Gather all the relevant facts and evidence.
 - ☐ Respond politely and objectively.
 - ☐ Keep accurate records.
 - ☐ Seek advice if the complaint is serious, involves legal or safeguarding issues, or could result in an insurance claim.
 - ☐ Review and update your procedures if needed.
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IMPORTANT

This checklist is provided for general awareness, professional orientation, and reference only. It is an example of points you may wish to consider and is not exhaustive, nor is it a substitute for professional legal, tax, insurance, safeguarding, or other advice specific to your individual circumstances.

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*A Learning Hub resource from the Compliance
& Safety team — helping members teach with
confidence.*

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