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## Preamble

Under the auspices of Scots Law, this document formally establishes a procedure for the lodging, review, and resolution of complaints regarding the accreditation standards and practices of training institutes, schools, or individual trainers registered with Yoga Alliance Professionals (YAP), herein referred to as "the Body". This procedure is instituted to uphold the integrity and standards of yoga training and practice.

## Section 1: Definitions and Scope

- 1. Yoga Alliance Professionals (YAP):** The Body (YAP) is a premier professional membership organisation committed to maintaining and advancing standards within the yoga community.
- 2. Accreditation Criteria:** The predetermined standards and benchmarks set forth by the Body to regulate and ensure the quality, integrity, and professionalism of yoga training provided by affiliated trainers and institutions.
- 3. Complaint:** A formal expression of dissatisfaction or grievance relating to an alleged failure to adhere to or maintain the Accreditation Criteria as established by the Body.

## Section 2: Complaints Handling

This section delineates the protocol for the handling, assessment, and resolution of complaints within the purview of the Body's regulatory framework:

1. **Jurisdiction and Admissibility:** The Body shall only entertain complaints that directly pertain to allegations of non-compliance with the Accreditation Criteria. Such complaints must be substantiated with credible evidence and fall within the operational and regulatory remit of the Body. The Body expressly excludes from its purview any complaints relating to personal disputes, contractual disagreements not directly related to the Accreditation Criteria, and issues that fall under the jurisdiction of civil litigation or require legal adjudication.
2. **Preliminary Examination:** Upon receipt of a complaint, the Body shall conduct a preliminary examination to ascertain the complaint's admissibility under the criteria outlined herein. This examination shall determine whether the complaint substantively alleges a failure to comply with the Accreditation Criteria and whether sufficient evidence has been provided to warrant a formal investigation.
3. **Formal Investigation:** Should the complaint meet the threshold for admissibility, a formal investigation shall be initiated. This process shall be governed by principles of natural justice and fairness, ensuring confidentiality and impartiality. The investigation shall seek to gather all relevant facts and evidence, allowing the accused party to respond to the allegations and ascertain the veracity of the complaint.
4. **Resolution and Remedial Action:** Following a comprehensive investigation, the Body shall arrive at a determination based on the evidence collected. If the complaint is substantiated, the Body may prescribe appropriate remedial actions to the offending party, which may include but are not limited to mandatory corrective measures, re-accreditation, suspension, or expulsion from the Body's register. If the complaint is found to be unsubstantiated, it shall be dismissed, and the parties notified accordingly.

## Section 3: Best Practices to Avoid Disputes

In the interest of fostering a harmonious and professional environment within the yoga community, the Body recommends adherence to the following best practices:

1. **Due Diligence:** Both prospective students and training providers are urged to conduct comprehensive due diligence before entering into agreements or engagements.
2. **Clear Communication:** Transparency and clarity in all communications regarding course expectations, financial obligations, and Accreditation Criteria are paramount.
3. **Documentation:** Maintaining detailed records of all agreements, communications, and transactions is advised to prevent misunderstandings and disputes.
4. **Awareness:** All affiliated trainers and institutions must thoroughly understand and comply with the body's accreditation criteria.

## Section 4: Legal Disclaimer

This Complaint Procedure is promulgated without prejudice. The Body functions exclusively as an accrediting organisation and disclaims all legal liability for the actions or omissions of any training provider. Decisions rendered by the Body regarding any complaint are final and are made with no obligation to furnish a detailed rationale. The Body does not possess the authority to intervene in financial, contractual, or legal disputes that do not directly relate to the Accreditation Criteria. This disclaimer shall not be construed as legal advice.

## Section 5: Submission of Complaints

Complaints may be submitted by email to [support@yogaallianceprofessionals.org](mailto:support@yogaallianceprofessionals.org) or in writing to: Yoga Alliance Professionals, Complaints Division, 10 Beaverhall Road, Edinburgh, EH7 4JE, Scotland, UK. To ensure the integrity of the process, it is recommended that complaints be sent via recorded postal service, accompanied by any pertinent supporting documentation.

## Section 6: Amendments and Effective Date

The Body reserves the right to amend or revise this Complaint Procedure as necessary to reflect changes in legal requirements, accreditation standards, or organisational policy. The effective date of this procedure is 1st April 2024, marking the commencement of its applicability and superseding any prior versions or guidelines pertaining to the complaints handling process.

## Section 7: Final Provisions

1. **Compliance:** All registered trainers, training institutes, and schools must comply fully with this Complaint Procedure as a condition of their accreditation and continued affiliation with Yoga Alliance Professionals (YAP).
2. **Review and Monitoring:** The Body shall periodically review and monitor the effectiveness of this Complaint Procedure to ensure it remains fit for purpose and reflects the highest standards of fairness and integrity. Adjustments and updates may be implemented based on monitored feedback and evolving best practices within the professional yoga community.
3. **Transparency and Accountability:** To maintain trust and confidence among members and the public, the Body commits to handling all complaints with the utmost transparency and accountability, ensuring that all parties are treated with respect and fairness throughout the process.
4. **Confidentiality:** The Body recognises the sensitive nature of complaints and commits to maintaining confidentiality throughout the investigation process, safeguarding the privacy and dignity of all involved parties.

## Section 8: Governing Law

This Complaint Procedure and any disputes arising out of or in connection with it shall be governed by and construed in accordance with the laws of Scotland. Parties agree to submit to the Scottish courts' exclusive jurisdiction to resolve any disputes.

## Section 9: Acknowledgement

By participating in the complaint process, both complainants and respondents acknowledge their understanding and acceptance of this Complaint Procedure, including the jurisdiction and authority of Yoga Alliance Professionals (YAP) to adjudicate complaints as outlined herein.