

PROCEDURE MANUAL

COMPLAINT HANDLING MECHANISM

1.0 PURPOSE

To ensure that complaints are handled effectively and in accordance with the requirement of International Standard.

2.0 SCOPE

Applies to all complaints related to all services rendered by Yoga Wellness Center (YWC).

3.0 PROCEDURE

3.1 General

3.1.1 This procedure will be made publically available on YWC web site.

3.1.2 Complaint/Appeal can be made by any person or body by written or through email against the following

- a) The YWC, its operation and/or procedures
- b) The examiners, experts, committee members or staff of the YWC
- c) Assessment process followed by the examiners and/or by the YWC
- d) If the complaint has no details of the complainant or the description is not adequate, the YWC has reserves the right of dealing with the complaint/appeal as deemed fit.
- e) Upon receipt of complaint/appeal, Appeal Committee (comprising all partners of YWC) will validate if the Complaint is found genuine, it will be registered and acknowledged within 2 days.
- f) Appeal Committee of YWC is responsible for all decisions at all levels of the handling process for complaints/appeals.

g) It is ensured that, results are non-discriminatory in nature while investigation and decision on complaints/appeals are made.

3.2 Receipt of complaint

- a) All complaints received by any staff member are sent to Admin I/c YWC.
- b) Admin I/c YWC will record the complaint in Complaint Log Book/Register. The complaints are validated for complete information and relation to its activities.
- c) In case of more information is required, applicant / interested party is requested to send information.
- e) For all valid complaints, acknowledgement is sent to complainant.

3.4 INVESTIGATION

- a) Admin I/c YWC will investigate complaint & and is found genuine take Preventive Actions.
- b) YWC (comprising all partners) will ensure for impartiality, independence & confidentiality during all stages of investigation & reporting.
- c) YWC (comprising all partners) will keep the complainant informed with progress reports.

3.4 CLOSURE OF COMPLAINTS

- a) Corrective actions are taken in case required.
- b) The complainant is informed about the proposed action/s and asked for comments and feedback.
- c) Complaint logbook is updated for action taken and complaint is closed.
- d) An email is sent to registered email id informing closure of complain.

4.0 DOCUMENTATION

4.1 Complaint/Appeal Log Book/ Notice

PROCEDURE MANUAL

Appeals & Disputes

1.0 PURPOSE

To outline the procedure for appeals and disputes and To ensure that Appeals are handled effectively and in accordance with the requirement of International Standard.

2.0 SCOPE

Applies to Yoga Wellness Center (YWC) registered candidates / Interested Parties (Appellant).

3.0 PROCEDURE

3.1 General

3.1.1 This procedure will be made publically available on YWC website.

3.1.2 The appeal must be filed in writing within thirty days of receipt of the decision by the complainant. The appeal has to be substantiated by reasons and/ or documents as necessary.

3.1.3 Upon receipt of Appeals, YWC will validate if the Appeal is found genuine, it will be registered and acknowledged within 2 days.

3.1.4 The Admin I/c YWC will inform about the appeal to Director of YWC along with recommendations regarding cognizance of the appeal. If the appeal is to be dismissed the Admin I/c YWC will inform the complainant accordingly. Otherwise Admin I/c YWC shall form the appeal committee (comprising all partners of YWC) to handle the case. Admin I/c YWC shall provide all support to the appeals committee in the investigation of the case.

3.1.5 Admin I/c YWC will also inform the complainant about the case being taken by the appeal committee.

3.1.6 If required the Appeals Committee may ask the appellant to present the facts in person. The appeals will also consider any request by the appellant regarding presentation of fact in person. The appeals committee decision will be final in this context.

3.1.7 After necessary investigation the appeals committee will prepare a report including the recommendations pertaining to the Appeal.

3.1.8 The Director of YWC will implement the recommended actions.

3.1.9 The decision of the appeals committee will be final.

3.1.10 It is ensured that, results are non-discriminatory in nature while investigation and decision on Appeals are made.

3.2 Closer of Appeals

3.2.1 Corrective actions are taken in case required.

3.2.2 The appellant is informed about the proposed action/s and asked for comments and feedback.

3.2.3 Appeal logbook is updated for action taken and appeal is closed.

Important Note: If the appellant still persists with the dispute, then it is subject to the sole and exclusive jurisdiction of the courts of law at Bengaluru in respect of any matter arising at YWC.

4.0 RECORDS

4.1 Candidate Appeal File- The records include the candidate appeal file and the procedure undertaken