



YOGA ALLIANCE®

GRIEVANCE AND COMPLAINT FORM

All grievances/complaints are handled at no charge.

Confidentiality: Your approaches to Yoga Alliance and your grievance/complaint are treated with complete confidentiality. Any notes taken will be kept in a confidential file and if you need to e-mail any material to us no one else will see it. However, your name must be used to investigate your case. If you do not agree, you'll be given the opportunity to decide whether or not you want to continue with your grievance/complaint. Under these circumstances staff are required not to divulge information about the investigation to the person/s object of the grievance/complaint and Yoga Alliance will not be able to consider your grievance/complaint.

Importance Notices:

1. Prior to lodging a grievance the grievant/complainer is expected to have fully read the Yoga Alliance's Code of Practice and Code of Ethics available on the web-site from the **About Us** links Tab: **Our Policies**.
2. A Grievance/Complaint filed, either informally or formally, will not be considered unless it is filed not later than 120 days after the event or occurrence giving rise to the grievance or knowledge of the event or occurrence.
3. Prior to lodging the complaint, the grievant/complainer is expected to attempt to resolve the matter informally with the individual/s concerned.
4. Anonymous complaints will not be accepted.
5. Grievances/Complaints and additional documents are considered legally binding documents. Be aware that anything you write can be used against you.
6. Grievances/Complaint incomplete of SECTION A, will not be accepted.
7. Please send this document and additional supplementary documentations (if applicable) via the online form: [contact us](#)

1- Please write in BLOCK LETTER as legibly as possible. You may type your answers.

SECTION A. Personal Details

SURNAME: _____ GIVEN NAMES: _____

TITLE: _____ RESIDENTIAL ADDRESS: _____

POSTCODE: _____

ADDRESS FOR CORRESPONDENCE: _____

DOB: _____

TELEPHONE: Private: _____ Work: _____ Mobile: _____

EMAIL ADDRESS: _____

IS THIS A GRIEVANCE OR COMPLAINT: _____

SECTION B. Please circle the option that applies to you:

- 1) Are you a Member of the public or a Yoga Alliance Australia’s Registered Yoga Teacher (RYT) or Registered Yoga School (RYS)?
- 2) If you are a Member of the organisation provide your registration number: _____

SECTION C. Please circle the option that applies to you. Is your Grievance/Complaint about a Service or Products you have received from:

- 1) A member (e.g. RYT or RYS) of Yoga Alliance Australia? YES - NO
- 2) Yoga Alliance (e.g. registration/membership, online training courses: YES - NO

SECTION D. Please provide date, time and place of event leading to grievance or complaint. Attach additional Pages if necessary.

Date:_____ Time_____

City and Country_____

Place Address_____

SECTION E. Provide statement of grievance/complaint and details of why you are filing a grievance/complaint. A detailed account of occurrence/incident include names of all persons/witnesses involved (give names and titles), if any (e.g. RYT (Registered Yoga Teacher) or RYS (Registered Yoga School) or Yoga Alliance.

SECTION F. Please state clearly which Yoga Alliance’s policies procedures, or guidelines you feel have been violated and specify.

SECTION G. Please state what steps have you taken to address and or resolve the matter.

SECTION H. What consideration or resolution are you seeking from Yoga Alliance Australia.

NB: The grievant should retain a copy of this form for his/her records. The signature below indicates that you are a filing a grievance, and any information on this form is truthful.

Griever/Complainant Name: _____

Signature _____ Date: _____