

Chudography Yoga Teacher Training

Complaints Policy

Purpose

The purpose of this policy is to provide a fair, transparent and supportive process for raising and resolving complaints relating to the Chudography Yoga Teacher Training.

Chudography is committed to creating a learning environment where concerns are listened to, addressed respectfully and viewed as opportunities to improve the quality of the training and the experience of everyone involved.

Chudography Principle

At Chudography, we believe that open and honest communication builds stronger relationships and a healthier learning community.

We understand that concerns or misunderstandings can sometimes arise. Raising a concern is not seen as creating conflict, but as an opportunity to learn, improve and find a constructive way forward.

Every student has the right to be listened to with fairness, dignity and respect, and every concern will be considered carefully and without prejudice.

1. What Is a Complaint?

1.2. A complaint is an expression of dissatisfaction relating to any aspect of the training programme, including but not limited to:

- 1.3. The delivery or organisation of the course.
- 1.4. The learning environment.
- 1.5. Tutor or student conduct.
- 1.6. Course facilities or resources.
- 1.7. Assessment procedures.
- 1.8. Application of course policies.

1.9. This policy should not be used to challenge an assessment decision. Assessment decisions should be addressed through the Chudography Appeals Policy.

2. Informal Resolution

2.1. Where possible, students are encouraged to raise concerns as soon as they arise by speaking directly with the Course Director.

2.2. Many concerns can be resolved quickly through open conversation, clarification or agreement without the need for a formal complaint.

2.3. Students will never be disadvantaged for raising a genuine concern respectfully and in good faith.

3. Formal Complaint

3.1. If the matter cannot be resolved informally, a formal complaint should be submitted in writing within 14 calendar days of the event or issue giving rise to the complaint.

The complaint should include:

3.2. A clear description of the concern.

3.3. Any relevant dates or details.

3.4. Any supporting information.

3.5. The outcome the student is hoping to achieve.

4. Investigation

Upon receiving a formal complaint:

4.1. The complaint will be acknowledged within five working days.

4.2. The matter will be investigated fairly and objectively.

4.3. Relevant information may be gathered from those involved.

4.4. All parties will be given the opportunity to provide their account where appropriate.

4.5. Every effort will be made to maintain confidentiality throughout the process.

5. Outcome

5.1. Where possible, a written outcome will be provided within 20 working days.

The response may include:

5.2. An explanation of the findings.

5.3. Any action taken.

5.4. Recommendations for resolving the matter.

5.5. Any changes to practice or procedure where appropriate.

5.6. If additional time is required due to the complexity of the complaint, the student will be informed of the revised timescale.

6. Respectful Conduct During the Process

6.1. All parties involved in a complaint are expected to communicate respectfully throughout the process.

6.2. Aggressive, abusive or threatening behaviour will not be tolerated and may be addressed under the Code of Conduct Policy.

7. Confidentiality

7.1. Complaints will be handled as confidentially as reasonably possible.

7.2. Information will only be shared with those directly involved in investigating or resolving the complaint, unless disclosure is required by law.

8. Continuous Improvement

8.1. Chudography values feedback as an opportunity for learning and development.

8.2. Where appropriate, complaints may lead to improvements in course content, policies, procedures or student support to enhance the experience of future cohorts.

Review

This policy will be reviewed annually to ensure it remains fair, transparent and aligned with the values of Chudography.