

Grievance Policy

RainbowLight Yoga School

How to complain about a student, instructor or member of staff.

If you wish to make a complaint about a student, instructor or member of staff, we recommend that the first step you take is to complain directly to the person concerned. If they do not reply, or you are not satisfied with their reply, then you may be able to lay a formal complaint with RainbowLight Yoga School (the School). If you do wish to do this, please read the information on this page.

Laying a complaint with RainbowLight Yoga School

Firstly the student, instructor or member of staff must be registered with the School to be able to complain to us. You can also email us to check if a student, instructor or member of staff is registered with the School.

Once you have established that a student, instructor or member of staff is registered with the School, you should review the RainbowLight Yoga School Code of Ethics, and identify which part of the code they have breached (it is important that the complaint is made on the basis that an individual has breached the code, not just done something you don't like).

You can then complain to RainbowLight Yoga School outlining:

- (1) What your complaint is about, and at which facility
- (2) What part of the RainbowLight Yoga School code of ethics is being breached
- (3) What communication you have had with the individual in the past about the issue, and what their response has been
- (4) What outcome you would like as a result
- (5) Your details (full name, contact details)

All complaints should be made in writing to RainbowLight Yoga, 1122 Route d'Encos, Coudures 40500 France

Notes on the process of complaints.

When a complaint is received this will be acknowledged, this communication will also outline the process to be followed (as outlined below):

1. To ensure there is a fair and transparent process, when a complaint is received, after checking that the School has jurisdiction (ie. they must be registered with the School) then an investigation is started. As a part of this investigation details of the complaint, including the name of the complainant are disclosed. Complaints may be made anonymously, in such cases the complaint will be investigated, but the outcome will not be communicated to the complainant.
2. Where full details have been disclosed (permission will be obtained first), in most cases each party will then be given a right of reply to the other parties information. This means you will see what the person replied, and the person will see your full complaint.
3. This policy does not deal with matters of customer service, except where these lead to a specific breach of a relevant code. Where you think you have received bad service, contact the director of the School, or in the case of individuals, the individual concerned and communicate your dissatisfaction.
4. In most cases, where there is a complaint about a person, we require you to first contact the person concerned to outline your concern, and what you would like done about it (there are a few exceptions to this, where such a complaint would be unwise or unsafe). This contact, and the response from the person should be included in any complaint.
5. Be clear about what you want as an outcome of any complaint. Some complainants simply want the School to know about certain behaviour, in other case you may want a specific remedy to take place. Whatever outcomes you want, please outline this clearly.

6. Where the matter you wish to complain about is of a serious criminal nature, we recommend you contact the police directly.