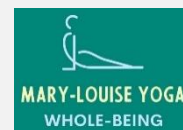


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# MARY-LOUISE YOGA

16 GOLDEN LANE BRIGHTON BN1 2BN | [WWW.MARYLOUISEYOGA.COM](http://WWW.MARYLOUISEYOGA.COM) |  
[MARYLOUISEAITKEN129@GMAIL.COM](mailto:MARYLOUISEAITKEN129@GMAIL.COM) | +447982 818323



## **COMPLAINTS POLICY AND PROCEDURES FOR MARY-LOUISE YOGA**

**MONITORING:** Mary-Louise Yoga consistently looks to provide all its students/ delegates/ course participants who have enrolled on any in-person or online course with a Complaints Procedure. Prior to enrolment, there will be the opportunity to view the Complaints Procedure via [www.marylouiseyoga.com](http://www.marylouiseyoga.com). Mary-Louise Yoga is committed to looking for ways in which it can continue to deliver outstanding training.

### **MARY-LOUISE YOGA COMPLAINTS PROCEDURE WILL:**

- allow you to make a complaint in an understandable and direct way;
- offer you a response to your complaint within 14 calendar days from the time you email via [marylouiseaitken129@gmail.com](mailto:marylouiseaitken129@gmail.com) and keep you informed as to the progress of your complaint;
- support you in making the nature of your complaint easy to understand insofar as your desired outcomes and ensure you have a full explanation of the procedure in your preferred format;
- help you understand how and if there have been any changes to the courses run by Mary-Louise Yoga, following your complaint;
- be subject to review at regular intervals.

**RESPONSIBILITIES:** Mary-Louise Aitken (the course facilitator for Mary-Louise Yoga) is responsible for ensuring the smooth-running of any of the courses on to which you have enrolled in conjunction with the studio owner(s) where the courses are run. Compliance with the Customer Complaints Policy is the responsibility of all personnel connected to the delivery of each course.

**COMMUNICATION:** Please contact Mary-Louise Aitken if you would like request a hard copy of Mary-Louise Yoga's Customer Complaints Policy.

**EQUALITY & DIVERSITY:** As a student/ delegate/ course participant with Mary-Louise Yoga, you have a right to express dissatisfaction with any of the courses run under that company name. You can expect to be treated fairly and without discrimination if you wish to make a complaint. Mary-Louise Yoga also has an Equality & Diversity Policy that covers all aspects of equality connected to the courses it offers.

**PROCEDURE:** If you are unhappy about any aspect of your experience with Mary-Louise Yoga; be that administrative, teaching, during assessment, or the support provided by Mary-Louise Yoga, we promise to take the time to hear your complaint fully and to take it seriously. Your complaint will be handled with care, treated as confidential, and we will remain committed to resolving your complaint as swiftly as possible.

Mary-Louise Yoga is always pleased to receive constructive feedback even if this is presented as a compliment. Feedback is a way in which Mary-Louise Yoga can ensure that the courses offered can maintain the highest possible standards in learning.

Please do let us know if you have any suggestions or interesting ideas about courses or course content you would like to see included in the Mary-Louise Yoga course portfolio. Please be assured that your personal information is protected by the Data Protection Act.

**If you want to complain, please follow the below guidance:**

As far as possible, please try to voice your complaint as soon as you can since an informal, early resolution might be possible. This can save time and stress for all involved and it might be that the issue can be resolved easily.

Please make your complaint within 14 calendar days of the event or problem you wish to complain about. However, you can also register a formal complaint by email, through our website or by letter (to the studio which ran the training) later down the line.

When you describe the issue(s) you would like to complain about, please give as much information as you can, including times, dates, places and names.

### ***CONTACT DETAILS:***

Mary-Louise Yoga | Mary-Louise Aitken | Email: [marylouiseaitken129@gmail.com](mailto:marylouiseaitken129@gmail.com) | Telephone: +447982 818323

Alternatively, you may contact the studio from which the training has taken place by email or letter and your complaint will be passed on.

### ***RESPONSE:***

Once you have made your complaint, you can expect a response within one week its receipt. Please note that further response will be offered within four weeks of receipt of communication after this.

If you are not satisfied with the outcome of your complaint, you can appeal the outcome.