



the minded institute

Complaints about a Minded Yoga Therapist

We encourage clients to speak to their therapists if they have any disagreements or concerns, as it is often the simplest way of reaching a resolution. A formal complaints process is stressful for both the client and the therapist, and as a result we recommend that you discuss your concerns with your therapist before making a formal complaint.

We have asked all of our Minded Yoga Therapists to include where to direct clients to make complaints, if they do not want to make them directly to the therapist, in their intake form. We also have this information on our website.

We want to ensure that all Minded Yoga Therapists:

- Have the required skills, knowledge and experience to work safely and effectively with clients
- Conduct themselves in a way that upholds the profession of Yoga Therapy and safeguards public safety

We will review all cases where there is evidence that questions a therapist's suitability to be a Minded Yoga Therapist. Examples of this would be where a therapist may have:

- Breached client confidentiality
- Behaved in a way that causes harm or distress to the client
- Been dishonest
- Not met professional standards

Stage One:

All complaints should be made in writing and sent directly to Heather Mason, the course Director, at info@themindedinstitute.com. You may also contact her before deciding to make a formal complaint.

On receiving the complaint about the yoga therapist, the complaint will be recorded and the course Director will confirm receipt by email or telephone. The course Director will investigate the complaint or will delegate to an appropriate senior member of the faculty. The therapist concerned will be informed and given a fair opportunity to respond.

It is our aim to acknowledge receipt of the complaint within three working days, although it may be longer during holiday periods. The acknowledgement will identify who is dealing with the complaint and when the person complaining can expect a reply.

We aim to provide complainants with a definitive reply within four weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply can be given. You may also be asked to complete our



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complaints form to assist with the investigation process.

Depending on the severity of the complaint, and if the yoga therapist is still a student under our guidance, we may decide to suspend the therapist pending investigation. In addition, if the therapist is still a student of The Mindful Institute, their supervisor will be involved in the complaint and investigation process.

In our reply to the complainant we will set out the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two:

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed by the Mindful Institute Board. Supporting documentation should be sent by the complainant to the Board for review.

The Yoga Therapist concerned will be informed and be given a further opportunity to respond. We would aim that the complainant will receive a definitive response within four weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply can be given.

In the reply to the complainant the Board will set out the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken by The Mindful Institute at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

Stage Three:

If the complainant is still unhappy with the resolution, they may ask for their complaint to be reviewed in an independent hearing. This would be seen as an Alternative Dispute Resolution and the best mode of independent review will be discussed with the complainant.

Variation of the Complaints Procedure

The Mindful Institute may vary the procedure for good reason. For instance, they may feel it appropriate to appoint another independent reviewer who has more experience in the area of the complaint.

Monitoring and Learning from Complaints_



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Complaints are reviewed annually to identify any trends which may indicate a need to take further action.