Kookaburra Yoga
YOGA IN HARMONY WITH NATURE

Kookaburra Yoga
Complaints and Grievances Policy

Introduction

Kookaburra Yoga is committed to maintaining a respectful, safe, and inclusive environment for all students, staff, and visitors. We acknowledge that concerns or grievances may arise and encourage open communication to resolve them in a fair and transparent manner. This policy outlines the process for lodging and handling complaints.

Scope

This policy applies to all students, staff, teachers, and visitors at Kookaburra Yoga. Complaints may relate to:

- Interactions with staff, students, or teachers.
- Conduct that breaches the **Student and Staff Code of Conduct**.
- Issues regarding facilities, safety, or administrative matters.
- Any form of harassment, discrimination, or misconduct.

Principles

- **Confidentiality:** All complaints will be handled with discretion and respect for privacy.
- **Fairness:** All parties involved will be given an opportunity to present their perspective.
- **Timeliness:** Complaints will be addressed as promptly as possible.
- **No Retaliation:** Complainants will not be subject to adverse consequences for lodging a complaint in good faith.

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Complaints Procedure

1. Informal Resolution

Where appropriate, individuals are encouraged to resolve concerns informally by:

- Speaking directly with the person involved, if safe and comfortable to do so.
- Seeking guidance from a teacher, staff member, or manager.

2. Formal Complaint

If the issue cannot be resolved informally, or if the matter is serious, a formal complaint may be lodged.

How to Lodge a Complaint:

- Submit a written complaint via email, providing details of the issue, relevant dates, and any supporting information.
- Complaints should be directed to the Kookaburra Yoga management team at **info@kookaburrayoga.com**

Complaint Handling Process:

- **Acknowledgement:** The complaint will be acknowledged within **5 business days.**
- **Investigation:** Management will review the complaint, gathering necessary information from involved parties.
- **Resolution:** A decision or resolution will be communicated within **15 business days**, outlining any actions taken.
- **Follow-Up:** Where necessary, follow-up actions will be taken to ensure the resolution is implemented effectively.

3. Appeals

If a complainant is dissatisfied with the resolution, they may request a review by senior management or an independent mediator, where applicable.

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Serious Complaints

Complaints involving harassment, discrimination, or other serious misconduct may be escalated to external authorities or legal bodies where required.

Record-Keeping

All formal complaints and their resolutions will be documented and stored securely. Access will be restricted to authorised personnel only.

Policy Review

This policy will be reviewed periodically to ensure effectiveness and compliance with best practices.

Kookaburra Yoga Management