

# 200 Hour Yoga Teacher Training

LAURA GREEN TRAINING & MENTORING LTD

200 HOUR DIPLOMA

POLICY DOCUMENTS

COMPLAINTS PROCEDURE



## Complaints Procedure

In the unlikely event of a complaint being necessary the following procedure will be followed:

### Stage One:

An initial informal conversation on the day of the issue occurring. You can select to have this conversation directly with the course leader Laura Green or with the course mentor Gemma Witcomb.

### Stage Two

If the matter remains unresolved you'll be requested to submit in writing a formal complaint. Receipt of this complaint will be acknowledgeable within 48 hours. A full review, assessment and written response will be completed within 2 weeks. We will do our utmost to keep all complaints anonymous.

### Stage Three

If the matter still remains unresolved you are within your right to escalate your complaint in writing to Yoga Alliance Professionals who handle all complaints concerning yoga teacher training schools that they accredit. Should any student wish to make a formal complaint they should do so, in writing, directly to Yoga Alliance Professionals.

The Laura Green Training & Mentoring Ltd teacher training school takes the views of its trainees seriously, and has several avenues through which trainees are encouraged to feedback on their experience at the school. We aim to continuously improve our training approach and methods and do so via:

- the feedback provided through an independent observer who meets privately with the group of trainees during the course and is available for email conversations outside of the course.
- the final feedback form completed by trainees upon their graduation from the school.
- inviting independent assessors and other senior yoga teachers to the school for their input.