

The Yogi Group

Complaints Procedure

1. Our Aim

The Yogi Group (TYG Ltd) is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our self-employed sub-contractors, stakeholders and clients, and, in particular, by responding positively to complaints, and putting mistakes right.

Therefore, we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome criticism, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, self-employed staff and volunteers.

2. Definitions

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction; however, it is expressed. This would include complaints expressed face to face, via a phone call or in writing, for example via email. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

3. Purpose

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the relevant the member of staff or service.

5. Responsibilities

The Yogi Group responsibility will be to:

- acknowledge compliments and complaints.
- respond within a stated period.
- deal reasonably and sensitively with the complaint.
- act where appropriate.

A complainant's responsibility is to:

- bring their complaint, over the phone or face to face to the director of TYG Ltd's attention normally within 4 weeks of the issue arising.
- respect that the director would prefer the complaint not to be discussed over text message, instead for a meeting to be arranged face to face or over the phone.
- raise concerns promptly and directly with the director of TYG Ltd, explain the problem as clearly and as fully as possible, including any action taken to date.
- allow TYG Ltd a reasonable time to deal with the matter.
- recognise that some circumstances may be out of TYG Ltd control.
- understand that the logistical running of the business is of utmost importance

Laura Mitchell

Director of TYG Ltd.

13.10.23- REVIEW 13.10.24