



Complaints Policy

We are committed to creating a safe, respectful, and supportive learning environment. This Complaints Policy outlines the steps students should take if they have a concern or complaint during the course of their Yoga Teacher Training.

1. Purpose

The purpose of this policy is to:

- Provide a clear and fair process for resolving complaints.
 - Encourage direct, respectful communication between students and teachers.
 - Uphold the standards of ethical conduct outlined by [Yoga Australia](#).
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2. Expectations of Conduct

All teachers in this programme are expected to act in accordance with the [Yoga Australia Code of Professional Conduct and Student-Teacher Relationship Guidelines](#). If a student feels that this standard has not been upheld, they are encouraged to raise their concerns through the appropriate channels.

3. Procedure for Lodging a Complaint

Step 1 – Direct Communication (Informal Resolution)

- If you feel comfortable, speak directly to the teacher involved to raise your concern in a respectful and constructive manner.
- Many issues can be resolved through open, honest dialogue.

Step 2 – Escalation Within the YTT

- If it is not appropriate or safe to speak with the teacher involved, or if the issue remains unresolved, raise your complaint with another senior teacher or staff member involved in the training programme.

Step 3 – Formal External Support

- If your concern is still not resolved to your satisfaction, you may seek guidance from:
 - [Yoga Australia – Student-Teacher Relationship Guidelines](#)
 - [Yoga Australia – Grievance Policy](#)
- You can also lodge a formal complaint with Yoga Australia through their official complaints process.





4. Confidentiality and Protection

- All complaints will be handled with sensitivity and confidentiality.
- Retaliation or discrimination against anyone making a complaint in good faith will not be tolerated.
- Students are encouraged to document any incidents or interactions related to the complaint.

5. Commitment to Resolution

We are committed to addressing complaints promptly and fairly. Every effort will be made to resolve issues in a way that upholds the values of integrity, compassion, and professionalism.

Policy Review

This policy will be reviewed annually or as required to ensure it remains compliant with best practices and Yoga Australia guidelines.

May 2025