



Mandala Yoga Ashram Complaints Policy

Mandala Yoga Ashram views complaints as an opportunity to learn and improve for the future, as well as a chance to continually develop our service to all those who visit the Ashram. This is for the use of anyone staying in the ashram as a guest or anyone who may have a complaint about their stay.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Mandala Yoga Ashram knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint: A complaint is any expression of dissatisfaction about any aspect of your stay at Mandala Yoga Ashram.

Where Complaints Come From: Complaints may come from guests, outside contractors, online users of our website, previous Ashram team members, or an outside body.

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality: All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility: Overall responsibility for this policy and its implementation lies with the Ashram Core Team and Board of Trustees.

Review: This policy is reviewed regularly and updated as required.

Adopted on: May 2017

Last reviewed: August 2019