

1 Children Inspired by Yoga – Tatty Bumpkin Ltd

Complaints Policy and Procedure

1.1 Aims

Tatty Bumpkin Ltd aims to provide the best possible service, but if we should, in your opinion, fall short of the high standards we set, there is a redress procedure which you can use.

1.2 Our Approach

- 1.2.1 Tatty Bumpkin Ltd values its customer's thoughts and feelings.
- 1.2.2 Tatty Bumpkin Ltd welcomes constructive criticism as an opportunity to learn.
- 1.2.3 Tatty Bumpkin Ltd employees, franchisees and teachers will listen and take a note of any complaints in a non-judgmental and courteous way.
- 1.2.4 Tatty Bumpkin Ltd employees, franchisees and teachers will apologise if they are in the wrong.

1.3 Procedures

- 1.3.1 All complaints will be recorded in a 'Complaint File' to allow Tatty Bumpkin Ltd to improve its services.
- 1.3.2 Complaints can be made directly to Tatty Bumpkin Ltd by:
 - Filling out the feedback form on the Children Inspired By Yoga website: <https://childreninspiredbyyoga.com/contact/>
 - Phoning Tatty Bumpkin Head Office – 01732 812212
 - Writing to Tatty Bumpkin Ltd, Oak Barn, Allens Farm, Allens Lane, Plaxtol, TN15 0QZ.
- 1.3.3 Tatty Bumpkin franchisees and teachers are empowered to deal with any **minor** complaints from children, parents and/or practitioners. All complaints should be recorded in their Tatty Bumpkin Complaints book.
- 1.3.4 If Franchisees and Teachers are unable to rectify the complaint then the matter should be reported **within 24 hours** to one of the Tatty Bumpkin Head Office team: Sam Petter, Gude Hudson-Gool or Sue Heron, who will investigate the circumstances and record the outcomes in the Complaint File to allow Tatty Bumpkin Ltd. to improve its services.
- 1.3.5 Children Inspired by Yoga Head office will acknowledge in writing, the receipt of any complaint, (normally within 48 hours of notification). Head Office will then investigate the circumstances of the complaint. Tatty Bumpkin Ltd will communicate the results of their investigation to the complainant within seven days maximum.
- 1.3.6 The Complainant shall have the right, if dissatisfied with the results of this investigation, to put his/her case personally to Tatty Bumpkin Head Office team.
- 1.3.7 Where appropriate Tatty Bumpkin Ltd shall make a written apology (signed by the owner Samantha Petter) to the complainant.
- 1.3.8 A record shall be kept of all complaints and the owner of Tatty Bumpkin Ltd, Samantha Petter, shall be regularly informed of the number and nature of any complaints and the action taken.

- 1.3.9 If the complaint is directed against the owner of Tatty Bumpkin Ltd it shall be handled either by Sue Heron (Head of training) or Samantha Morgan (General Manager) at Tatty Bumpkin Head Office or a third party if appropriate.

1.4 Equality and Diversity

We aim to be an organisation that values, recognises and responds to the diverse needs of members and those we serve. We adhere to the Equality Act 2010 and will not discriminate against any person, or other organization, with particular reference to the protected characteristics

1.5 Monitoring and Review

The Tatty Bumpkin Complaints Policy was revised on 9th June 2016. The policy is to be reviewed on or before 9th June 2018 unless new legislation is introduced that needs to be reflected in the policy.