



The International School of Kundalini Yoga
34 Culver Road, Newbury, Berkshire, RG14 7AR, United Kingdom

Learner Complaints - Policy & Procedure

1.0 Purpose

To provide an effective and constructive method of addressing and resolving learner complaints.

2.0 Policy Statement

i-SKY Training Ltd. will undertake to support learners and improve the quality of service through addressing and resolving legitimate complaints from learners.

3.0 Responsibility

The Registrar and the Directors of i-SKY are responsible for the management of this Policy.

All the i-SKY teaching team members are responsible for supporting learners by effectively resolving learner complaints informally where possible.

Trainers are responsible for resolving learner complaints within their curricular areas.

The Administrator is responsible for investigating and resolving learner complaints through the formal complaints process where appropriate.

The Directors of i-SKY are responsible for conducting appeal hearings in accordance with the Learner Appeals Policy and Procedure.

4.0 Procedure

- The most effective way of resolving issues raised by a learner is by prompt action through informal discussion with the learner and appropriate member of staff directly. This is the recommended method of resolving issues and dealing with complaints.
- Any learner who feels they have a legitimate complaint should raise it with the relevant Trainer.
- If the issue is not resolved at, then the learner should raise it with the Registrar.
- If the issue is still not resolved, then the learner should write to The Directors, i-SKY Training Ltd. clearly indicating the nature of the complaint. The Directors will acknowledge a formal written complaint normally within seven working days.
- The Directors will undertake to investigate the complaint and respond to the learner in writing, normally within fourteen working days. A record of all written complaints will be kept by the Registrar.
- If the response to the complaint is not to your satisfaction, you have the right to appeal the decision. All appeals should be made in writing to the Registrar within five working days of the decision. The KRI Learner Appeals Policy and Procedure will apply.

5.0 Evaluation and Review

Next scheduled review date: October 2012.