

Complaints regulation Yoga Trainings programs



1. Feedback

Within the all Yoga Training programs there are scheduled moments where you can give your feedback on the Training and where you can express your wishes. You can also give anonymous feedback on the training via the feedback-form at any time.

2. What to do when you are not satisfied with the program

In case of dissatisfaction referring to the lessons or guidance within and around the lessons, Yoga Vidya Rotterdam offers you the possibilities as described below. Yoga Vidya uses terms, to come to a solution as quickly as possible, also because it is more difficult to clarify the facts after time.

The procedure is as follows;

- First you clarify to your teacher that you are dissatisfied;
- If the outcome is not satisfactory, then you can file a report;
- If the outcome is still not satisfactory, you can file a complaint.

Reports and complaints can be sent to:

Yoga Vidya Rotterdam

Vijverhofstraat 47 – unit 406-412

3032 SB Rotterdam

3. Personal conversation

When you are, for whatever reason, dissatisfied with the lessons and/or the guidance within and around the lessons of the Yoga Training program, you should clarify this to your head-teacher first. Do this as soon as possible (max. within one week after the event of dissatisfaction).

Within one week your head-teacher will organize a personal conversation with you where the aim is to look for a solution.



4. Report

When you are dissatisfied with the solution, you can file a report in writing and send this to the managing board of Yoga Vidya Rotterdam.

- You should file the report as soon as possible, after your personal conversation with your head-teacher (within one week after the conversation).
- The managing board will handle your report in a confidential matter.
- If possible, the managing board will find a solution as soon as possible. If this is not possible immediately, the managing board will contact you within two weeks to come to further agreements / arrangements. Communication will be done either orally (by telephone) or in writing (via e-mail).
- If the report is not handled in a satisfying matter, you should report this on time (max 2 weeks after handled report). This time you should file an official complaint with the managing board.

5. Complaint

An official complaint is always done in writing, is signed and contains at least:

- Name and address
- Date and place
- A thorough explanation of the complaint
- The period in which the complaint arose.
 - Yoga Vidya Rotterdam will take care of the complaint and discuss the complaint with the board. The findings will be reported back to you.
 - Your complaint will be handled as strictly confidential and will only be discussed with the people who are directly involved.
 - It is mandatory for Yoga Vidya to do its best to handle and solve the complaints within reasonable time, within a period of max. 4 weeks.

5.1. No obligation to handling complaints.

Yoga Vidya Rotterdam is not obliged to handle complaints when:

- The complaint refers to something other than a Yoga Training program.
- One did not report the complaint to the teacher, and/or one did not report as is said above, under 4.



- The event which refers to the complaint took place more than 7 weeks before reporting.

In case Yoga Vidya Rotterdam will not handle the complaint, you will be notified in writing (by e-mail) as soon as possible, max. 3 weeks after the report.

5.2. Handling complaints.

- Yoga Vidya registers the complaint and will send a confirmation-receipt in writing with a description of the procedure and the expectation of the period in which the complaint will be handled.
- Yoga Vidya primarily discusses the complaint with the Training board of the Training Institute Yoga Vidya Germany.
- The necessity to organize a complaints-committee is determined per complaint by Yoga Vidya Rotterdam. The complaints-committee consists of, at least 2 members of which at least one is an independent 3rd.
- The managing board or the complaint-committee will handle the complaint. The stories of both parties will be evaluated.
- The managing board or the complaints-committee determines on the complaint within 4 weeks and will notify in writing (via post or e-mail) to you and Yoga Vidya Rotterdam.
- The decision of the complaints-committee is binding for Yoga Vidya Rotterdam.
- In case of special circumstances, the complaints-committee can postpone the complaint for a maximum of 4 weeks. The complaints-committee will notify you, stating the reason for adjournment and the new period within the handling of your complaint is expected.
- De managing board or the complaints-committee, allows you the opportunity to be heard. This can be omitted if you have made clear not to make use of the opportunity to be heard, or if your complaint is seemingly unfounded.
- The complaints-committee makes a report of the hearing, which is part of the communication/feedback to all who are involved.
- In case Yoga Vidya has handled your complaint to your satisfactory, or if you state to abandon the process of handling the complaint, the obligation to handle the complaint further on will expire.
- Yoga Vidya will keep the complaint and documentation referring to the complaint in their administration for 2 years.



- In case you are not satisfied about the handling of the complaint or the decision of the managing board or complaints-committee, you can apply to court within 13 months. If you do not apply within 13 months, you will lose this right.

Before deciding to file a report or a complaint within a formal process, we rather choose to handle the issue amongst ourselves together with whoever is directly involved. If this will not lead to a satisfying outcome, one can file a report or complaint as is described above.

This complaint-settlement document is evaluated annually and is adjusted, if necessary, according to new developments in law and jurisprudence or new insights.

Regardless of these rules the provisions set out in Terms and Conditions continue to apply.

Head teacher – Yoga Teacher training:

Janine Brall | Rama Shakti

Head teacher – Yoga Therapy training:

Harilal Karanath, Meera Karanath

Head teacher – Yin Yoga Teacher training:

Angélique Boset

Managing board Yoga Vidya Rotterdam:

Janine Brall | Rama Shakti (director)

Kristian Uponen (partner & advisor)

Independent 3rd:

Florimond Wassenaar (lawyer)