

## **ART OF LIVING EDUCATION UK LIMITED.**

### **COMPLAINTS PROCEDURE**

*"A violence-free society, disease-free body, confusion-free mind, inhibition-free intellect, trauma-free memory, and sorrow-free soul is the birth right of every individual."*

~ Sri Sri Ravi Shankar, World-Renowned Humanitarian and Spiritual Leader

Art of Living is a profit-for-purpose organisation founded in 1981 by the world-renowned humanitarian and spiritual leader Gurudev Sri Sri Ravi Shankar.

Art of Living offers effective educational and self-development programs and tools that facilitate the elimination of stress and foster deep and profound inner peace, happiness and well-being. Our aim is to promote this mission and values, but if there is a cause for complaint please use this policy.

#### **1 . What is a complaint?**

A complaint is an expression of dissatisfaction, either written or spoken. A complaint can be made by any individual about the services you have received from Art of Living Education UK Limited. (Hereafter referred to as AOL Ed U.K Ltd.). You may wish to complain if you are not satisfied with the way you have been treated or the service you have received.

#### **2. Principles of complaints procedure**

2.1. The AOL Ed U.K Ltd. is committed to ensuring that:

- All complaints will be investigated fully and fairly.
- If the complainant is not happy with the result of the response to the complaint, they will have the right to appeal.

2.2. The Art of Living is committed to ensuring that its courses are of the highest quality. This complaints procedure enables The AOL Ed U.K Ltd. to respond clearly and appropriately to complaints.

### **3. Who can make a complaint?**

3.1. This procedure is for anyone who has received a service from AOL Ed U.K.

3.2. This procedure covers complaints made about any AOL. Ed. U.K Ltd. activity.

### **4. PROCEDURE**

#### **4.1. There are three stages that you can go through to try and resolve your complaint.**

In making a complaint you may wish to involve an advocate, friend or someone else to support you at any stage. If you need a sign language or community language interpreter, please let the person dealing with the complaint know and every reasonable effort will be made to provide one.

#### **THE THREE STAGES ARE:**

##### **4.2. Stage One (Informal)**

In the first instance, it is the responsibility of the complainant to attempt to resolve a problem with the teachers or individual concerned.

##### **4.3. Stage two (Formally registering a complaint)**

If you are not satisfied with the response you have received at stage one (informal) you should then use stage two of this procedure.

4.3.1. Outline the details of your complaint by e-mail to [info@uk.artofliving.org](mailto:info@uk.artofliving.org) (marked private and confidential). Your complaint will be acknowledged as soon as possible by email. Our response will contain the following information:

1. Name and email address of the UK Board Director who will investigate the complaint.
2. What support you can receive during the process of the complaint, e.g., in terms of making information accessible and the use of interpreters.

4.3.2 In some cases, for example, where a child or vulnerable adult is involved, in accordance with national guidelines and good practice the identity of individuals at risk will be protected.

4.3.3 If the complaint has not been resolved to the satisfaction of those involved, then the complaint will be escalated to the next level. This will involve the complaint being investigated and considered by a Panel of three, as appointed by the Board of Directors of AOL Ed U.K Ltd. This Panel will not include the Director who looked into the complaint previously (Stage 2).

Members of the AOL Ed. U.K. Ltd. Board of Directors may be informed of the complaint and the outcome of the investigation on a need-to-know basis.

The investigation may involve all or some of the following courses of action, as appropriate to the individual case

- The subject of the complaint will be asked for their written response and version of events
- A meeting between the subject of the complaint and the Panel
- An assessment of teacher/volunteer competence, or inappropriate behaviours not in keeping with the values and expectations of AOL Ed. U.K. Ltd.
- Further information may be sought from third parties with regard to the background (for example from other students on a course or witnesses to an incident)

4.3.4. You will be kept informed at regular intervals as to how the investigation is progressing and timescales involved. You may also be asked for further information and comments to ensure that the Panel has a balanced understanding and sufficient information to come to a conclusion to the complaint.

4.3.5 When the Panel has made a decision, you will receive a formal written response to your complaint. The response will include the following information:

- A decision about whether the complaint was upheld or not
- The reason for the decision
- The redress, if appropriate, which will be offered to you
- Any other action that may be taken in light of the complaint

#### **4.4. Stage Three (Appeal)**

##### **4.4.1. You have a right of appeal against the decision of the Panel.**

Any appeal must set out reasons why you consider the appeal to be merited. You must lodge your appeal within 10 working days of receiving the decision, sending it to [info@artofliving.uk.org](mailto:info@artofliving.uk.org)

##### **4.4.2. The Appeal Panel.**

An Appeals Panel, normally of three members, will be convened to consider your appeal. The Board of Directors of AOL Ed. U.K. Ltd. will be responsible for ensuring the panel is appropriately representative. Panel membership will

be restricted to people who have had no previous involvement in the investigation and consideration of the complaint.

#### **4.4.3. Members of the Appeals Panel will:**

- Consider whether the grounds for appeal are reasonable
- Read through the necessary paperwork and speak to any relevant individuals involved with the complaint as they consider necessary
- Make a final decision

#### **4.4.4 The Chair of the Appeals Panel will write to you as soon as possible, to confirm:**

- the final decision about the complaint
- the reason for the decision
- the redress, if appropriate, which will be offered to you
- any action that may be taken in light of the complaint

### **5. ACCOUNTBILITY**

5.1. The Board of Directors of AOL Ed. U.K. Ltd. is responsible for the efficient operation of the Complaints Procedure including the appointment of members of an appropriately qualified appeals panel to carry out investigations of complaints on behalf of The Board of Directors of AOL Ed. U.K. Ltd.

### **6. REVIEW**

6.1. This procedure was first developed in 2021 and will be reviewed at regular two-year intervals, or in response to the outcome of a complaint that requires a review of the complaints procedure.

### **7. RECORDING COMPLAINTS**

7.1. The Board of Directors of AOL Ed. U.K. Ltd. will ensure that a record of all complaints is maintained and will furnish the relevant parties with information regarding the totality of complaints received, reasons for complaints and how any underlying problems may be resolved.