

Complaints & Appeal

Appeal

Step 1: Appeal application is received by Program Coordinator.

Step 2: The case of appeal is studied for the reason of failure. Based on the nature of failure ie, practical or Viva-Voce, the appellant will be asked to re-appear for assessment. In case of failure in written examination, the answer book will be re-evaluated by a different examiner.

Step 3: In case of re-appearance on account of practical or viva-voce, the appellant will be assigned a different examiner and re-examined.

Step 4: The findings of the re-examination will be shared with the Program Coordinator, who will in consultation with Director (Administration) or any other Director of SSSY desk, will take the final view and decide the result.

Step 5: The rights of the final decision will rest with the CEO

Step 6: The final outcome will be made known to the appellant by Program Coordinator and shall be binding on the appellant.

Complaint

SSSY desk has a formal complaint management system. Anyone, aggrieved can file a formal complaint at complaint@srisriyoga.in

SSSY desk will consider complaints related to either Yoga professional qualified through SSSY programs or of the process of conduct of professional programs by SSSY.

Complaint of Program process could be classified in following categories:

1. Infrastructure related issue
2. Program related issue (Content or teaching process or teacher or examination)

Or any other complaint, which requires attention of SSSY management to improve the quality of the input-output of professional program.

Step 1: Director (Administration) will acknowledge the complaint through e-mail within 1 day of receipt of complaint.

Step 2: Director (Administration) will categorize the complaint in the above category(s) and sub-category(s) and study it.

Step 3: Based on the nature of complaint, Director (Administration) may seek evidence of the complaint.

Step 4: The complaint shall be reviewed amongst the board of Director(s).

Step 5: If any action is required to enquire further, based on the evidences and facts provided by the complainant, the same shall be considered and the necessary, time bound, enquiry shall be initiated by Director (Administration).

Step 6: Once all the facts are fetched, the Board of Directors will take a view on the complaint and take necessary, time bound corrective action plan.

Step 7: Director (Administration) shall ensure to write to the complainant the final view and the decision/ corrective actions planned. The final response will be considered as the closure of the communication of the complaint.

Step 8: All the complaints then will be reviewed for the root cause, as to why at the first place an opportunity existed for a complaint to be raised. Thereafter a corrective action plan shall be made to make the learning system more mature and effective.

Step 9: Board of Director(s) shall, in their 3 monthly review meetings, discuss all the cases of complaints and the progress of various actions that are planned, so that the SSSY management systems improve further to contain any such potential cases.