

APPEAL HANDLING

- a. The appeal must be filed in writing within thirty days of receipt of the decision by the complainant. The appeal has to be substantiated by reasons and/ or documents as necessary.
- b. Upon receipt of Appeals, IYA will validate whether the complaint relates to Yoga Certification Scheme for which it is responsible and, if the Appeal is found genuine, it will be registered and acknowledged within 2 days.
- c. The CEO will inform about the appeal to the chairman of the Board along with recommendations regarding cognizance of the appeal. If the appeal is to be dismissed the CEO will inform the complainant accordingly. Otherwise Chairman shall form the Appeal committee to handle the case. Director shall provide all support to the appeals committee in the investigation of the case.
- d. CEO will also inform the complainant about the case being taken by the appeal committee.
- e. If required the Appeals Committee may ask the appellant to present the facts in person. The Appeals will also consider any request by the appellant regarding presentation of fact in person. The Appeals committee decision will be final in this context.
- f. The Appeals Committee may also ask any of the staff, or empanelled assessors to help in discharging the appeal based on facts.
- g. After necessary investigation the Appeals committee will prepare a report including the recommendations pertaining to the Appeal. Chairman of the Board will be informed about the recommendations.
- h. The CEO will implement the recommended actions.
- i. The decision of the Appeals committee will be final.
- j. It is ensured that, results are non-discriminatory in nature while investigation and decision on Appeals are made.

CLOSURE OF APPEALS

- a. Corrective actions are taken in case required.
- b. The appellant is informed about the proposed action/s and asked for comments and feedback.
- c. Appeal logbook is updated for action taken and appeal is closed.

COMPLAINT HANDLING

- a. Complaint/Appeal can be made by any person or body against the following
 - i) the IYA, its operation and/or procedures
 - ii) the examiners, experts, committee members or staff of the IYA
 - iii) assessment process followed by the examiners and/or by the IYA
 - iv) misuse of the certification status either in scope or in use of the logo
- b. If the complaint has no details of the complainant or the description is not adequate,
 - i) the IYA has reserved the right of dealing with the complaint/appeal as deemed fit.
- c. Upon receipt of complaint/appeal, IYA will validate whether the complaint relates to Yoga Certification Scheme for which it is responsible and, if the Complaint is found genuine, it will be registered and acknowledged within 2 days.
- d. IYA is responsible for all decisions at all levels of the handling process for complaints/appeals.
- e. It is ensured that, results are non-discriminatory in nature while investigation and decision on complaints/appeals are made.

3.2 RECEIPT OF COMPLAINT

- a. All complaints received by any staff member are sent to CEO.
- b. MR / person designated will record the complaint in Complaint Log Book/Register.
- c. The complaints is validated for complete information and relation to its activities.
- d. In case of more information is required, client / interested party is requested to send information.
- e. If IYA is not responsible or related to complaint, the client / interested party is informed about the same with complete information.
- f. For all valid complaints, acknowledgement is sent to complainant.

3.3 INVESTIGATION

- a) MR / person designated will investigate complaint & and if found genuine take Preventive Actions,
- b) IYA will ensure for impartiality, independence & confidentiality during all stages of investigation & reporting.
- c) IYA will keep the complainant informed with progress reports.

3.4 CLOSURE OF COMPLAINTS

- a) Corrective actions are taken in case required.
- b) The complainant is informed about the proposed action/s and asked for comments and feedback.
- c) Complaint logbook is updated for action taken and complaint is closed