

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, WAYS 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 QUALITY MANAGER will inform about the appeal to the Managing trustee along with recommendations regarding cognizance of the appeal. If the appeal is to be dismissed the QUALITY MANAGER will inform the complainant accordingly. Otherwise Managing trustee 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) QUALITY MANAGER 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. Managing trustee will be informed about the recommendations.

- h) The QUALITY MANAGER 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.

CLOSER OF APPEALS

- a) Corrective actions are taken in case required.
- b) The appellant is informed about the proposed action/s and asked for complaints 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 WAYS, its operation and/or procedures ii) the examiners, experts, committee members or staff of the WAYS iii) assessment process followed by the examiners and/or by the WAYS 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, the WAYS has reserved the right of dealing with the complaint/appeal as deemed fit.
- c) Upon receipt of complaint/appeal, WAYS 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) WAYS 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.

RECEIPT OF COMPLAINT

- a) All complaints received by any staff member are sent to MANAGING TRUSTEE.
- 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 WAYS 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.

INVESTIGATION

- a) Quality Manager will investigate complaint & and is found genuine
Take Preventive Actions,
- b) WAYS will ensure for impartiality, independence & confidentiality during all stages of
Investigation & reporting.
- c) WAYS will keep the complainant informed with progress reports.

CLOSER 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.