



<b>Spiralling Crow at YogaVenue Code of Conduct</b>	Issue No	02	Date	May 2018
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This Code of Conduct is a summation and declaration of acceptable, ethical, and professional behaviour by which all Spiralling Crow at YogaVenue (Spiralling Crow) and YogaVenue and Yoga Alliance UK Registered Yoga Teachers agree to conduct themselves during trainings and teaching and conducting the business of Yoga.

As a Registrant of Spiralling Crow Teacher Training, you agree to uphold the ethical goals set forth in the following Code of Conduct:

**Before and During Teacher Training:**

- Before registration students must ensure that they meet minimum prerequisites for the applied course and participate in the interview process
- On successful acceptance on the course, fees must be fully paid as per the payment schedule. The fee once paid can neither be refunded nor be transferred under any circumstances
- Students agree to take responsibility for all their behavior
- Respectful and dignified behavior and language is expected at all times to fellow students and teachers
- Respectful and appropriate dress standards must be maintained
- Students must attend, and be on time, to all classes. Any lateness or absence may result in the potential failing of the course
- All doubts, questions, complaints, suggestions etc. should be discussed with the teacher in a polite way at an appropriate time
- Students shall neither distribute nor permit a third party to copy or distribute any of Spiralling Crow's Training materials
- Students are responsible for travel and accommodation arrangements.

**When Teaching Yoga to the public:**

- To ensure that safe and effective teaching is available to the public
- To provide the public with access to safe and effective yoga teachers
- To maintain and uphold the traditions of Hatha Vinyasa Yoga. To teach yoga from the experience of these traditions and to disseminate these teachings to

anyone, from any background, who earnestly desires to follow these traditions

- Uphold the integrity of this vocation by conducting yourself in a professional and conscientious manner
- Acknowledge the limitations of your skills and scope of practice and where appropriate, refer students to seek alternative instruction, advice, treatment, or direction
- Create and maintain a safe, clean, and comfortable environment for the practice of yoga
- Encourage diversity actively by respecting all students regardless of age, physical limitations, race, creed, gender, ethnicity, religion affiliation, or sexual orientation
- Respect the rights, dignity, and privacy of all students
- Avoid words and actions that constitute harassment and sexual harassment
- Follow all local government and national laws that pertain to my yoga teaching and business

<b>Spiralling Crow at YogaVenue Pre-requisites, Pricing and Refund policies: 200 hour Yoga Teacher Training</b>	Issue No	02	Date	May 2018
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At first these policies may seem strict, but our experience is that being clear of what is expected from both parties before the course begins leads to a successful training.

### **Course Pre-requisites**

- You have a consistent practice that you have been dedicated to for at least two years
- You have a reference ideally from your (qualified) Yoga Teacher
- You are prepared to commit and show up to all study
- You are open minded and prepared to devote all your energy to diving in to the art of learning to teach the many aspects of Yoga
- You are committed to maintain your regular practice, completing homework assignments and acknowledge to yourself that the hours will require a lot of energy
- Complete an application form and the interview process
- You are prepared to commit to our Code of Practice regarding professional and ethical behaviour

### **Pricing**

The course deposit is confirmation of your place on the course and can be paid with your enrollment. The balance of the course fees are due one month prior to the course beginning. The course can be booked and paid for in advance either in full or by deposit and a single later payment before the course begins.

- 30% non-refundable deposit due on acceptance
- Remainder due 1 month prior to the start date

There are no additional fees due to graduate from the course.

Payment plans are available in discussion with the Directors.

### **What the fees include and what is not included**

#### **What is included:**

Training and assessment by a qualified Senior Yoga Alliance Teacher and other experienced teachers

A full manual and other appropriate paperwork and hand outs  
Storage of Yoga mat for the duration of the course

**What is not included:**

Flights, accommodation and food and drinks for yourself

Pre-reading material

Insurance (you can get this from Yoga Alliance UK)

A certificate; paying the fees does not guarantee you a certificate as you will need to successfully pass all assignments and attend 100% of the course

**Refund Policy**

There is a non-refundable 30% deposit.

Refunds are only given until one month before the start of the course (minus 30% non-refundable deposit).

After this period you are entitled to a refund only if you have a medical issue supported by medical documentation. A request in writing with supporting documentation must be emailed to [training@yogavenue.co.uk](mailto:training@yogavenue.co.uk)

If you drop out for any reason once the course has started you will be responsible for the remainder of the tuition fee and no refund will be available. Depending on the reasons for departing from the course you may be offered a place on a future course (without additional payment).

<b>Spiralling Crow at YogaVenue Complaints Policy and Procedures</b>	Issue No	03	Date	May 2018
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## **Complaints Policy and Procedures**

(Guidance for this policy was taken from the Code of Good Governance for Smaller Organisations)

Spiralling Crow at YogaVenue (Spiralling Crow) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Spiralling Crow knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

### **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Spiralling Crow.

### **Where Complaints Come From**

Complaints may come from any person or organisation who has a legitimate interest in Spiralling Crow.

A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, who should use Spiralling Crow's Discipline and Grievance policies.

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the Directors.

### **Review**

This policy is reviewed regularly and updated as required.

## **Complaints Procedure of Spiralling Crow**

Written complaints may be sent to Spiralling Crow at 2 Avenue Lane, Oxford, OX4 1YF or by e-mail at [training@yogavenue.co.uk](mailto:training@yogavenue.co.uk).

Verbal complaints may be made by phone to 01865 245754 or in person to any of Spiralling Crow's staff.

### **Receiving Complaints**

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

All complaints need to be recorded. The person who receives a complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Spiralling Crow
- Note down the relationship of the complainant to Spiralling Crow
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. For example; if someone has a complaint about a particular class, it may be better discussed and resolved immediately after that class with the teacher who led it.

Whether or not the complaint has been resolved, the complaint information should be written in the incident book immediately and the Directors notified by email or phone.

On receiving the complaint, it should be recorded in the incident book. If it could not be resolved the complaint should be passed on to the Directors (or in their absence the designated person) to take it up directly. The details should be emailed to [training@yogavenue.co.uk](mailto:training@yogavenue.co.uk). If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 2 days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

Ideally, complainants should receive a definitive reply within one week. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

#### **Variation of the Complaints Procedure**

The Directors may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about one of the Directors should not be reviewed by the same Director.

#### **Monitoring and Learning from Complaints**

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

#### **Complaints procedure for teacher training**

The above procedures are applicable to complaints regarding any Yoga Teacher Training courses run at YogaVenue.