



EASE IN LODGING A COMPLAINT (System for handling Complaints)

The below matrix is available for ease in lodging a complaint. The committee for complaint handling is responsible for ensuring compliance with this process.

1. Complaint register
 2. ASY official number
 3. Dedicated email ID
 4. Feedback form company website
 5. External independent ombudsman
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1. Complaint register: A customer complaint and feedback register is kept at the reception. Any customer is advised to provide their feedback of their experience at the ASY. The register will carry all feedback and include the complaint logging by any customer.
 2. ASY official number: The phone number [+91 92945 83000](tel:+919294583000) is registered as business WhatsApp and the access is available with the Technical head and the Quality head of the school. The complainant can also make call on this number to register a complaint and/or feedback.
 3. Dedicated email ID: The email address complaints@AbhyasSchoolOfYoga.org is dedicated to complaint. The access of this email ID is with the complaint handling committee as showing in the organogram.
 4. Feedback form company website: The home page of the website www.abhyasschoolofyoga.org promptly displays the feedback link.
 5. External independent ombudsman: At any stage in the complaint process, the external independent ombudsman can be engaged in complaint handling and resolution. This is the final escalation and views of the ombudsman will be applicable to all.

Complaint & Grievance Policy

Reporting of Policy Violations

We encourage anyone who has been the subject of sexual misconduct or any other action that violates our policies and Code of Conduct to report the incident to our

School administration.

The report should contain the following information:

- Your full name;
- Your email and phone number;
- The name of the person who the grievance is against;
- A description of the alleged policy violation;
- The date and location of the policy violation;
- Names and contact information of any witnesses with first-hand knowledge of the situation; and,
- Any other credible evidence that is available to support the grievance.

In the interest of fairness and privacy, preferably and wherever possible, all reports must be made by the person who has personally experienced misconduct.

Any information provided during a grievance report review will be treated on a confidential basis. Similarly, any actions that are taken in response to the report will also be confidential.

All reports must be made in good faith based on information the person reporting the incident is reasonably believed to be accurate.

We may request additional information from the person reporting the incident throughout the course of review of the report.

We will take appropriate action to ensure compliance with our policies. The reviewing body will impose any sanctions that it feels are fair, just, and reasonable under all circumstances.

We will not allow anyone to retaliate against any person for making a report in good faith or providing information in connection with an investigation into an alleged violation.

Contact information:

Monday - Sunday, 24/7

Address:

Nirmal Road, Nirmal Village,
Nalasopara West, Nala Sopara,
Mumbai, Maharashtra, Pin - 401304

Contact Details:

Phone: +91 92945 83000
Email: info@abhyasschoolofyoga.org
Website: www.abhyasschoolofyoga.org