

Appeal Handling

- a) The appeal must be filed in writing within thirty days of receipt of the decision by the appellant. The appeal has to be substantiated by reasons and/ or documents as necessary.
- b) Upon receipt of Appeals, JOY will validate whether the appeal relates to Yoga Professional/candidate 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 constitute a committee independent of those who examined and provide relevant papers related to appeal along with procedure for the appeal. If the appeal is to be dismissed or otherwise as decided by the Committee, the Quality manager will inform the appellant accordingly. Quality Manager will also inform the appellant about the case being taken by the appeal committee.
- d) The Appeals Committee should ask the appellant to present the facts in person, if he desires. The Committee will also consider any request by the appellant regarding presentation of fact in person. The Appeals committee decision will be final in this context.
- e) The Appeals Committee may also ask any of the staff, or empanelled examiners to help in discharging the appeal based on facts.
- f) After necessary investigation the Appeals committee will prepare a report including the recommendations pertaining to the Appeal. Quality manager will be informed about the recommendations.
- g) The Quality manager will approve and implement the recommended actions, if he agree with them.

- h) The decision of Quality manager will be final.
- i) It is ensured that, results are non discriminatory in nature while investigation and decision on Appeals are made.

3.2 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 can be made by any person or body against the following
 - i) the JOY, its operation and/or procedures
 - ii) the examiners, experts, committee members or staff of the JOY
 - iii) assessment process followed by the examiners and/or by the JOY
 - iv) misuse of the certification status either in scope or in use of the logo
 - v) applicant or certified professional of JOY
- b) If the complaint has no details of the complainant or the description is not adequate,
the JOY reserves the right of dealing with the complaint as deemed fit.
- c) Upon receipt of complaint, JOY 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) JOY is responsible for all decisions at all levels of the handling process for complaints.
- e) It is ensured that, results are non discriminatory in nature while investigation and decision on complaints are made.

3.2 RECEIPT OF COMPLAINT

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

3.3 INVESTIGATION

- a) Quality manager will investigate complaint & and it is found genuine, take corrective actions,
- b) JOY will ensure for impartiality, independence & confidentiality during all stages of investigation & reporting of appeal
- c) JOY 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 decision and asked for comments and feedback.
- c) Complaint logbook is updated for action taken and complaint is closed.