



## 1. PURPOSE

1.1 To put in place a system for handling of complaints.

## 2. SCOPE

2.1 Covers all complaints related to services provided by Yogagurukul Co.,Ltd..

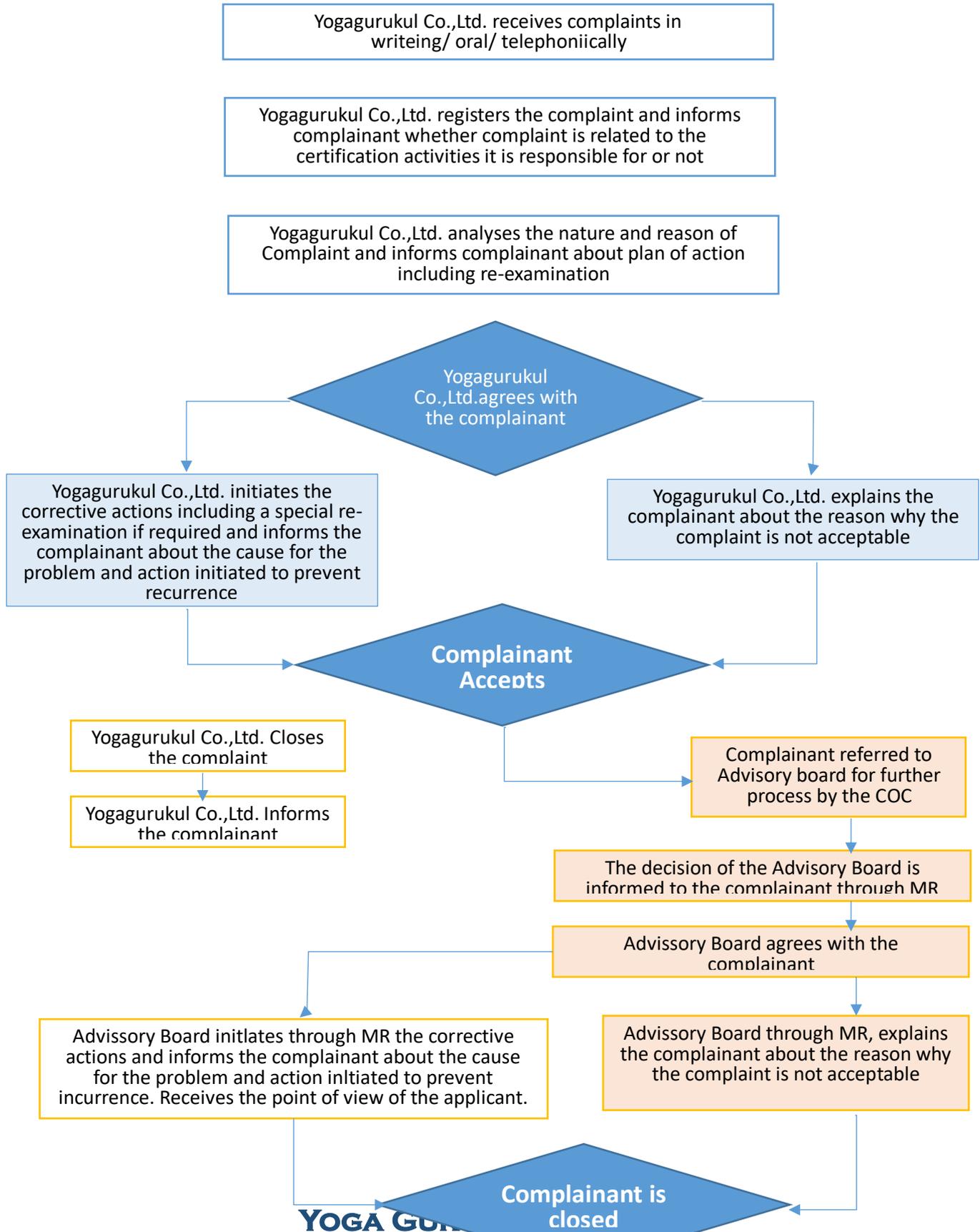
## 3. RESPONSIBILITY

3.1 Director/ COC, Yogagurukul Co.,Ltd. is responsible for the implementation of the procedure.

## 4. PROCEDURE

- 4.1 The decision resolving the complaints shall be made by or reviewed and approved by persons not involved in the certification activities related to the Complaints.
- 4.2 To avoid conflict of interest personal including in the administration who has provided consultancy to the School or been employed by the School shall not be used by Yogagurukul Co.,Ltd. to review or approve the resolution of the complaint for that School within two years following the end of the consultancy or employment.
- 4.3 Upon receipt of the complaints, Yogagurukul Co.,Ltd. shall confirm whether the complaint relates to certification activities for which it is responsible and if so shall address it as per the process documented below. In case the complaint is not related to the Yogagurukul Co.,Ltd. certification activities, the same will be informed to the complainant.
- 4.4 The complaint is acknowledged to the complainant and in case if complaint is related to the Yogagurukul Co.,Ltd. activities, the progress reports shall be provided from time to time as per the process documented below.
- 4.5 Yogagurukul Co.,Ltd. is responsible for gathering and verifying all necessary information related to the complaint and the progress of the complaint up to the decision
- 4.6 All complaints to be resolved within '6 'months from the date of initiation.
- 4.7 Yogagurukul Co.,Ltd. shall give formal notice of the outcome and end of the complaint process to the complainant and shall take subsequent action as may be needed to resolve the complaint.
- 4.8 All complaints to be resolved within '6 'months from the date of initiation

## 5. COMPLAINTS RELATED TO YOGAGURUKUL CO.,LTD. ACTIVITIES





5.1 Yogagurukul Co.,Ltd. shall use investigation inputs to develop corrective action which include measures for restoring conformity to Yogagurukul Co.,Ltd. working methods manual, procedure etc. Preventing recurrence assuring the effectiveness of the corrective measures adopted.

5.2 Complaints related to Interested Party's activities (Yogagurukul Co.,Ltd.'s Sub-Contractor):

1. Yogagurukul Co.,Ltd. receives complaints from applicants in writing

2. Yogagurukul Co.,Ltd. logs the complaint and forward to interested Party

3. Yogagurukul Co.,Ltd. provides necessary information, if required by interested Party

4. Actions by Interested Party

## 6. RECORDS

6.1 Correspondence with the customers and other interested parties.

6.2 Corrective and preventive actions.