

# **BLACK BEAR YOGA**

## **Grievance Policy**

### **Student Grievances:**

The Directors have an open door policy and will make every effort to be available to listen to concerns and do what is best for all involved. In the event that a student feels his or her rights have been violated, s/he should meet with the person against whom they have the complaint outside of class, and attempt to resolve the conflict. If the grievance is with an instructor, the student must first attempt to resolve the matter with the instructor.

If this fails to rectify the problem, the student should file a formal complaint in writing to the Program Director within 7 days of the incident. The Program Director will respond in writing within 10 days of receipt of the complaint.

If the student is dissatisfied by the response s/he should submit a letter to the Owners of BBY explaining his/her position along with copies of the original complaint and Program Director response within 10 days of the dated Directors response letter. The Owners will respond in writing to the student within 14 days.

### **Primary Pillars of Authentic Sadhana (PPAS™)**

At BBY we take pride in observing The Gold Standards of Sensitivity (GSS™) and Primary Pillars of Authentic Sadhana (PPAS™) which involve practical situational awareness, Time Sensitive Presence, Efficiency, Safe and Sustainable work environment for all involved. With emphasis on respecting personal boundaries. The intentions are to uphold supreme sensitivity in modern times.

#### **Contact Us**

##### **Mailing Address:**

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Altamonte Spgs, FL  
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Phone: 407 619 9654

Email: Contact an Owner or Director  
Owner of Black Bear Yoga : Rob Walsh