



Complaints Procedure

Norwich Karate Academy are committed to providing a high-quality service to all our participants, children/young people and adults; parents/carers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have 28 days to consider your complaint.

What will happen next?

1. We aim to respond to you within 5 working days, should we be able to.
2. We will then investigate your complaint.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint.
4. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint.
5. At this stage, if you are still not satisfied, we will contact you confirming our final position on your complaint and explaining our reasons.