



## Complaints Procedure

The Shukokai Karate Academy is committed to providing high-quality karate training to all our participants, children/young people and adults, parents/carers. When something goes wrong, we need you to tell us about it as this will help us to improve our standards.

If you have a complaint, please contact us with the details by sending to kentkarate@gmail.com. We have 28 days to consider your complaint.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the Academy's Chief Instructor who will review it.
3. We may then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you may Appeal any decision and provide reasons/additional evidence for our consideration.
7. We will write to you within 14 days of receiving your Appeal, confirming our final position on your complaint, and explaining our reasons.

**Date of initial review:** September 2020

**Reviewed by:** Chris Simpson

**Frequency of review:** Annually

**Reviewed:** August 2021

**Reviewed:** 5<sup>th</sup> September 2022

Reviewed 6<sup>th</sup> September 2023

**Date of next review:** September 2024