

# Calderdale Family Karate

## 전 통 적 인 탕 수 지

Fitness Confidence Respect & Discipline

### Complaints Procedure

Calderdale Family Karate Club has a clear vision about what it wants to achieve and the legacy it wants to leave. We aim to provide high quality martial arts tuition that fosters traditional martial arts values within a safe environment. We accept though, that there may be rare occasions when we fail to meet the expectations, of our stakeholders. The Club therefore welcomes feedback on its performance, both bad, and good. We take complaints very seriously and any disclosure of dissatisfaction about our services will be dealt with in accordance with the Club Complaints Procedure.

#### Informal Complaints

Issues of concern and/or dissatisfaction are normally raised informally and quite often complainants do not want anything documenting. Examples of these are where corrective action can immediately be taken and the issue resolved swiftly. The Club will (when appropriate) try to settle complaints informally before moving to the formal complaints process.

#### Formal Complaints

The objective of our formal complaints procedure is to; ensure that all complaints are handled fairly, consistently and wherever possible to resolve an issue to the complainant's satisfaction.

If you wish to lodge a formal complaint about the Club, or one of its members, please contact us using one of the following methods:

1. In person; please speak discreetly to the Chief Instructor Martyn Greenwood as soon as possible. The Chief Instructor will record information relating to your complaint, and take action in accordance with the complaints procedure
2. Via e-mail; to [mastermgreenwood@gmail.com](mailto:mastermgreenwood@gmail.com) please provide as much detail as possible concerning your complaint, and how it may be resolved. We will endeavor to acknowledge your e-mail within three days and will then deal with your complaint in accordance with the complaints procedure
3. In writing; to the Chief Instructor Martyn Greenwood. Address details will be provided to the complainant by the respective instructor. The Chief Instructor will endeavor to acknowledge your letter within three days from receipt

#### Formal Complaints Procedure

On receipt of a complaint the Club will:

1. Notify the complainant that we have received the complaint. We will strive to do this within three-days from receipt of the complaint details

2. Swiftly investigate the circumstances of the complaint
3. Speak to any witnesses, and acquire any evidence to help us understand what has happened, and why
4. Act transparently throughout the investigation process
5. Provide the complainant with updates, about the investigation progress at seven-day intervals
6. Conclude the investigation and respond to the complainant with the findings and proposed resolution

### **How to Appeal**

The Club aims to resolve all complaints in a timely and professional fashion. Furthermore, where we make mistakes, we will acknowledge this, learn from them, and where possible introduce measures to prevent reoccurrence.

If however, you are not happy with our response, and we have failed to resolve the issue to your satisfaction you may appeal by:

1. Informing the Chief Instructor (via email, or letter) that you are not satisfied with the response
2. Sending your appeal within seven days of receipt of the findings and proposed resolution
3. Provide any additional information, and suggestions to how the complaint may be resolved

On receipt of the appeal, the Chief Instructor will attempt to find a final resolution to the complaint. He will respond to the complainant (via email, or letter) setting out the findings of the appeal, and any additional proposals to resolve the complaint.

### **Referring Complaints to the Governing Body**

Where the complainant is still not satisfied with the outcome of the appeals process, they may refer the complaint to the Club's governing body. The governing body has no legal jurisdiction over the Club. They do promote best practice though and the Club often seeks guidance from the governing body for a variety of issues.

If the Club's complaints procedure has been unable to resolve the complaint please email; [info@bmaba.org](mailto:info@bmaba.org)

You should include full details your complaint and the instructor and/or club name. Details of the proposed resolution/if any should also be included.

The British Martial Arts and Boxing Association cannot provide guarantee of; any arbitration service, conclusion, or rectification of failings. It will however record any instances of complaints and mediate between yourself and Calderdale Family Karate.