



Union Karate-Do

CLUB COMPLAINTS POLICY

Last Changed - 08/04/2021

At Union Karate-Do we aim to always provide the best levels of customer service and professionalism, but we do accept that from time to time the service you receive may fall below the high expectations we would expect.

In such a scenario we always welcome feedback to help us improve, and guarantee that your complaint will be taken seriously in line with our complaint's procedure.

1.) How To Make An Official Complaint

Whilst we are happy to deal with any issues verbally, if you wish to lodge an official complaint, please do so using any of the following methods.

IN PERSON

Please discuss any complaints you might have with Gary Blake, chief instructor at the earliest opportunity. Gary Blake will take down the information relating to your complaint, and then action it using our complaints procedure, detailed below.

BY E-MAIL

Please e-mail; unionkaratedoclub@gmail.com with as much detail as possible concerning your complaint. We will endeavour to acknowledge your e-mail within 7 days and will then deal with your complaint as per our policy.

Mail: unionkaratedoclub@gmail.com

Tel: 07736936738

Web: www.unionkaratedo.com



REGISTERED CLUB

IN WRITING

Please post your complaint to.

Union Karate-Do

1 Honeysuckle Close

Roundswell

Barnstaple

North Devon

EX31 3RX

We will endeavour to respond to you within 7 days, provided you include a return postal address or e-mail address.

How Your Complaint Will Be Dealt With

When you make a complaint, we aim to deal with it.

- In a timely fashion
- Accurately
- Openly and transparently

We agree to remain committed to resolving any issues you may have and will continue to work to the complaints procedure to ensure there is a clear process for us to follow when doing so.

We will keep proper written records of any complaints, communication and conclusions and will endeavour to learn from any failings in our service or training.

When we receive your complaint, depending on how you raised it (1), we will endeavour to respond within 7 days to acknowledge its receipt. Once received, we will investigate your complaint and speak to any [necessary members of staff / persons], aiming to conclude and revert back to you within 7 days with our findings.

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You will always have an opportunity to revert back to us on any conclusions or findings should you not find our answer satisfactory. We would ask that you do this within 7 days from receiving our report.

We always aim to leave our customers satisfied and will do all possible to resolve your issue in a timely and professional fashion. Furthermore, where we make mistakes, we will acknowledge those failings and learn from them for the future.

2.) If You Are Not Happy With Our Response

If you are not happy with our response, having allowed us 7 days from receipt of your complaint to acknowledge, and 7 days to conduct a thorough investigation into your complaint and officially respond, we welcome you the opportunity to escalate any dispute.

Where we do not provide a satisfactory response, we would first of ask that, where possible, you inform us of this in writing, or by e-mail so we may have a final opportunity to fix any issues or rectify any mistakes.

If you are not satisfied and wish to escalate your complaint, you may report it to our governing body. Although they have no legal jurisdiction over our club or its operation, they do promote best practice and we are affiliated to them for our professional licensing and affiliations. The governing body cannot guarantee any arbitration service or conclusion, and will not be liable to rectify any failings, however they will be able to record any instances of complaints and will work to mediate between yourself and Union Karate-Do.

To make a complaint to our association, please use the following details.

COMPLAINING TO OUR ASSOCIATION

Once the above outlined complaints procedure has been exhausted without the dispute reaching a reasonable conclusion, please **E-MAIL**; info@bmaba.org detailing your complaint in full, along with the instructors and / or club name.

This complaints procedure was last modified on 8th April 2021 by Gary Blake chief Instructor of Union Karate-Do

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