



Club Complaints Procedure

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Executive Summary

Chelmsford Karate are committed to upholding the very best standards of safeguarding for all its members and staff. This document forms part of the clubs safeguarding policies and procedures.

Complaints Procedure

Chelmsford Karate is committed to providing a high-quality service to all our participants, children, adults, parents/carers. We take our responsibility to treat our members fairly and with respect very seriously. Accordingly, whilst it's always disappointing to hear of a complaint, we welcome the opportunity to resolve your concerns and improve the way in which we run our club.

If you have a complaint, please contact us with the details.

How to make an official Complaint

Whilst we're happy to deal with any issues verbally, if you wish to lodge a complaint, you can do so using one of the following methods. Regardless of the nature of your concerns, we want you to know that it will be taken seriously and dealt with as a priority. We welcome complaints either, in person or via Email.

North Avenue

Instructor: Chris Clayton
E-Mail Address: chris.clayton@chelmsfordkarate.com
Telephone Number: 07895674628
Address: 1 Benedict Drive, Chelmsford, Essex

Keene Hall

Instructor: Kevin Nason
E-Mail Address: sensei-kevin@chelmsfordkarate.com

Please feel free to raise minor matters with your instructor before or after classes

How we will Receive and deal with your complaint

We will always acknowledge receipt of any complaint raised within 72 hours. From there, we will try and respond in full to your concern or complaint within 2 working weeks. We will respond to your complaint in the same medium it is received in for ease of reference.

If we can't satisfy your concerns

You can reach out the club's welfare Officer. The below outlines how the club's welfare office can be contacted

IN PERSON

Please discuss any complaints you might have with the clubs Welfare Officer at the earliest opportunity. They 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 welfare@chelmsfordkarate.com with as much detail as possible concerning your complaint. We will endeavor to acknowledge your e-mail within 3 days and will then deal with your complaint as per our policy.

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

When we receive your complaint, depending on how you raised it (1), we will endeavor to respond within 3 days to acknowledge its receipt. Once received, we will investigate your complaint and speak to any necessary persons, aiming to conclude and revert to you within 28 days with our findings.

You will always have an opportunity to revert to us on any conclusions or findings should you not find our answer satisfactory. We would ask that you do this within 10 days from receiving our report.

We always aim to leave our members 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.

If you are not happy with our response

If you are not happy with our response, having allowed us 3 days from receipt of your complaint to acknowledge, and 28 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 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 the GKI. Although they have no legal jurisdiction over Chelmsford Karate or its operation, they do promote best practice and we are affiliated to them for our professional licensing and affiliation. The GKI 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 Chelmsford Karate

Complaining to the GKI

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

The following outlines the process that will be taken:

- 1) They will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
- 2) They will then investigate your complaint. This will normally involve passing your complaint to our client care partner who will review your matter file and speak to the member of staff who acted for you.
- 3) They will then invite you to a meeting to discuss and hopefully resolve your complaint. They will do this within 14 days of sending you the acknowledgement letter.
- 4) Within three days of the meeting, they will write to you to confirm what took place and any solutions that was agreed with you.
- 5) If you do not want a meeting or it is not possible, they will send you a detailed written reply to your complaint, including their 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 should contact them again and they will arrange for someone unconnected with the matter.
- 7) They will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining their reasons.