

# Complaints Procedure

Kojin-Kai Karate Club 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 will consider your complaint and respond within 28 working days of receipt.

You should write to Millie Knight at [millieknight2018@gmail.com](mailto:millieknight2018@gmail.com)

## 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 Millie Knight who will review your matter file and speak to the member of staff who acted for you.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint.
4. Within three days of the meeting, we will write to you to confirm what took place and any solutions we agreed with you.
5. If you do not want a meeting or it is not possible, we will send a detailed written reply to your complaint, including our suggestions for resolving the matter.
6. At this stage, if you are still not satisfied, you have a right to appeal. You should contact us again and we will arrange for someone unconnected with the matter to contact you from the organisation.
7. We will write to you within 14 days of receiving your request for a review, confirming our appeal process and your contribution to the process.
8. We will contact you in relation to our final position on your complaint within 28 working days of receiving your request.