



KAIZEN MARTIAL ARTS ACADEMY

COMPLIMENTS AND COMPLAINTS - POLICY AND PROCEDURES

Our Aim

Kaizen Martial Arts Academy is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One way we can continue improving our service is by listening and responding to our members' views, responding positively to complaints, and putting mistakes right.

Therefore, we aim to ensure that:

- Making a compliment or complaint is as easy as possible.
- We welcome compliments, feedback, and suggestions.
- We treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response.
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond correctly - for example, with an explanation, an apology for getting things wrong, or information on any action taken, etc.
- We learn from complaints, use them to improve our service, and review our complaints policy and procedures annually.

We recognise that many concerns will be raised informally and dealt with quickly.

We aim to:

- Resolve informal concerns quickly.
- Keep matters low-key.
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members about our services, facilities, instructors, and coaches.

Definitions

1. A compliment is an expression of satisfaction about the standard of service we provide.
2. A complaint is defined as any expression of dissatisfaction however it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All instructors/coaches should have sufficient knowledge to be able to identify an "expression of dissatisfaction" even when the word "complain" or "complaint" is not used.

Purpose

We are always glad to hear from people who are satisfied with our services. All compliments are recorded and acknowledged, and a copy is sent to the relevant instructor.

Complaints

The formal complaints procedure ensures that all complaints are handled fairly and consistently and, wherever possible, resolved to the complainant's satisfaction.

Responsibilities

Kaizen Martial Arts Academy's responsibility will be to:

- Acknowledge the formal complaint in writing.
- Respond within a stated period.
- Deal reasonably and sensitively with the complaint.
- Act where appropriate.

A complainant's responsibility is to:

- Bring their complaint, in writing, to the Principal Instructor's (A J Reece) attention generally within eight weeks of the issue arising.
- If the complaint is about the Principal Instructor, then the complaint should be submitted, in writing, to the safeguarding lead, Christopher Glanville.
- Raise concerns promptly and directly with an instructor, coach, or the Principal Instructor in Kaizen Martial Arts Academy.
- Explain the problem as clearly and thoroughly as possible, including any action taken to date.
- Allow Kaizen Martial Arts Academy a reasonable time to deal with the matter and
- Recognise that circumstances may be beyond Kaizen Martial Arts Academy's control.

Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that the complainant and Kaizen Martial Arts Academy maintain confidentiality. However, the circumstances giving rise to the complaint may be such that maintaining confidentiality may not be possible (with each complaint judged on its facts). Should this be the case, the situation will be explained to the complainant.

Complaints Procedure:

Kaizen Martial Arts Academy must make written records at each procedure stage.

Stage 1

First, the principal instructor/instructor/coach must establish the complaint's seriousness. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the member should be advised that a formal complaint may be made, and the following procedure should be explained to them. It may sometimes be appropriate for a different member of the instructing and coaching volunteers to make this explanation.

- a) A formal complaint can be made either verbally or in writing. If in writing, the attached form should be used. If verbally, a statement should be taken by an instructing/coaching team member.
- b) The complaint must be passed on to the Principal Instructor, A J Reece. If the complaint is about the principal instructor, then the complaint must be passed on to the safeguarding lead, Christopher Glanville.
- c) Depending on the nature of the complaint, the principal instructor or safeguarding lead must acknowledge the complaint in writing within one week of receiving it.
- d) He will investigate the complaint. Any conclusions reached should be discussed with the member involved and their parent/guardian if appropriate.
- e) The person making the complaint will receive a response based on the investigation within four weeks of receiving the complaint. If this is not possible, a letter must be sent explaining why.

Stage 3

- a) If the complainant is unsatisfied with the above decision, then a sub-group of the instructor/coaching team will be convened.
- b) The sub-group will examine the complaint and may wish to conduct further interviews and review files/notes. They will respond in writing within four weeks. Their decision will be final.



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COMPLAINTS FORM

You may use this form to suggest or to make a complaint about Kaizen Martial Arts Academy

We would like you to return this form to the Academy's Principal Instructor, A J Reece, as soon as possible. If the complaint is about the Principal Instructor, the form should be returned to the Academy's safeguarding lead, Christopher Glanville.

Your Name

Address

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Telephone

Date of incident

Approximate time of the incident

Suggestion / Complaint

What action would you like to be taken?

What times are convenient for you to have an appointment to discuss this?