

# Complaints Procedure

Seitou Ryu Karate are committed to providing a high-quality service to all participants; children, young people, adults, parents and 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 or concern that we have not been able to resolve verbally, and you would like to register a formal written complaint, please follow the procedure below. We have 28 days to consider your complaint.

1. You can address your letter of complaint to the following people:
  - Richard Hang Hong. Chief instructor Seitou Ryu Karate
  - Caroline Hang Hong. Designated Safeguarding Officer (DSO)
2. A letter acknowledging receipt of your complaint will be sent within three days of receiving it
3. We will then investigate your complaint. This may involve speaking with yourself, any concerned parties, and others related parties
4. We will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter
5. Within three days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you
6. If you do not want a meeting or it is not possible, we will send you a detailed written response to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter
7. At this stage, if you are still not satisfied you should contact us again and, if appropriate, we will arrange for someone unconnected with the matter to review the complaint
8. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons



<b>4. Other present or potential witnesses</b>	
Name	
Address	
Telephone	
Email	

<b>5. Additional relevant information (please detail anything else that you believe to be helpful or important)</b>

<b>6. I have completed this form and provided information that is factual and does not contain my own views or opinions on the matter</b>	
Print name	
Signature	
Date	