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## HERTFORDSHIRE KARATE CENTRE COMPLAINTS POLICY

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We take our responsibility to treat our members fairly and with respect, very seriously. Accordingly, whilst it's disappointing receiving complaints, we welcome the opportunity to resolve your concerns and improve the way in which we operate and manage our club.

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### Raising a complaint

We're sorry you need to raise a concern. Regardless of the nature of your concern, we want you to know it will be taken seriously and dealt with accordingly. We welcome complaints via e-mail/ phone to:

**Lead Instructor:** *Nigel Smart*

**E-Mail Address:** *enquiries@hertfordshirekaratecentre.com*

**Telephone Number:** *07973 692664*

**Address:** *C/O 7 Bewdley Close, Harpenden. AL5 1QX*

Please feel free to raise minor matters at club level with the instructor or assistant coach before or after classes too; We're here to help!

### How we receive and deal with your complaint

We will always acknowledge receipt of any complaint raised within 48 hours. From there, we will respond to your concern or complaint within 7 days by having a discussion, via email or mobile phone.

### In the event we can't allay your concerns or solve the issue or problem

We hope we can resolve matters amicably, and will gladly work through any issues you are encountering until the complaint reaches a satisfactory resolution. If for any reason you are not satisfied with our final outcome, or you feel that your concerns remain unresolved, it can be elevated to our association,

**The British Martial Arts & Boxing Association (BMABA)** details below;

**Web:** <https://bmaba.org.uk>

**E-Mail:** [safeguarding@bmaba.org.uk](mailto:safeguarding@bmaba.org.uk)

**Phone:** 01798 306546

**In Writing:** BMABA, Kemp House, 160 City Road, London. EC1V 2NX

The BMABA is our professional membership body.

Please note:

The BMABA do not own or have any ultimate authority over our club. They will, however, act as a body for arbitration to review, appraise and advise on safety issues, public order and safeguarding concerns.