

Kaisho Martial Arts

COMPLAINTS POLICY

If at any time a parent or carer of a child who attends Kaisho Martial Arts (Kaisho) has a complaint against the Club, volunteer or a member of staff, then they should follow the procedure below.

Usually matters can be resolved quickly through dialog between the parent /carer or student and Kaisho instructor's team. If not, then the complaint should be made more formally as detailed in Step 2 below.

In order to maintain our records and in the spirit of transparency, all complaints are formally recorded and kept in a Complaints File and are available for any parent /carer or student to see. Confidentiality is maintained in all reports. This means that no names (adults or children) will be included in the report.

STEP 1 - Speak with the instructor Team about any concerns or problems you have as and when they occur. The instructors Team will investigate the matter and report back to you to discuss with you and inform you of any action that will be taken as a result of your complaint. Usually this will happen on or after the day the complaint is made, if not, then within 2 working days. If the problem cannot be resolved then the complaints process will move on to Step 2:

STEP 2 - Any complaint at this step should be made in writing and sent to Sean Connley of Kaisho Martial Arts at 12 Elvington Gardens, Luton, Bedfordshire LU3 4ET.

Please give, as much detail as you can and include names, dates and times, please be as detailed and specific in your description in order for us to understand fully what you are unhappy about.

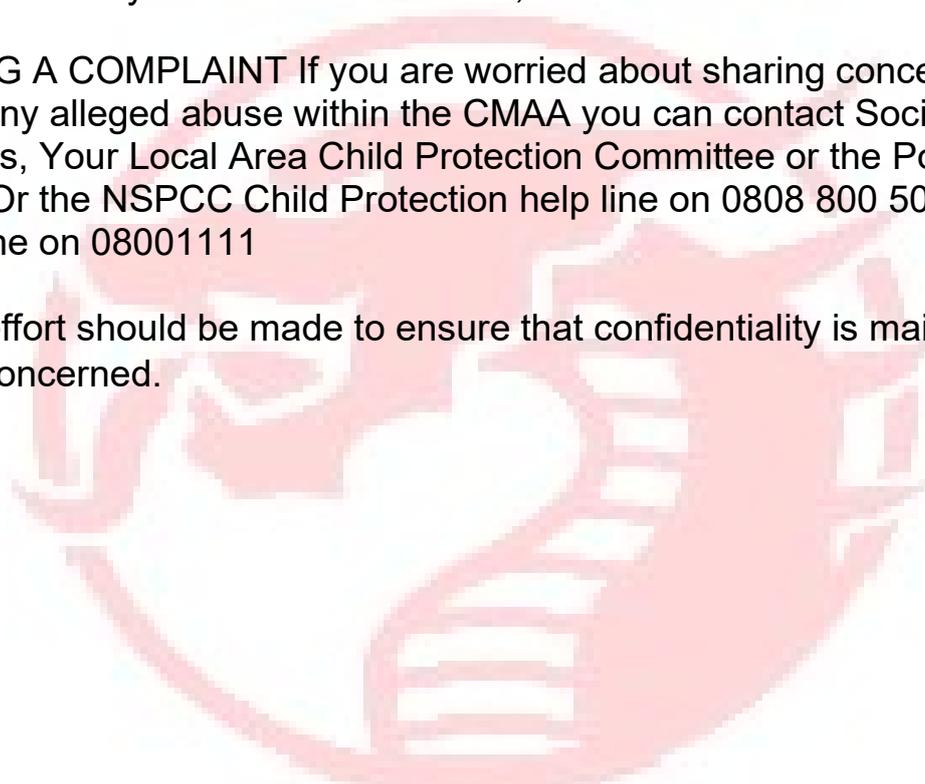
Your letter will be acknowledged within 7 working days of receipt. We will again discuss the issue with you in detail and in a location that is comfortable to you. We will inform you of our investigations into the matter within 14 days. You will be kept informed of what is happening and given a response within 7 days of completion of the investigation.

FURTHER DETAILS If any individual members of staff are concerned with the issue then they will be questioned on the complaint and ask to make a report in writing at either Step1 or

Step 3 - If Child Protection issues are raised, the Management Team will refer the situation to the Club's Child Protection Officer, who will then contact Social Care and follow the procedures of our Safeguarding Policy. Our Safeguarding Policy is available to view on our website. If a criminal act may have been committed, the Police will be contacted.

MAKING A COMPLAINT If you are worried about sharing concerns about any alleged abuse within the CMAA you can contact Social Services, Your Local Area Child Protection Committee or the Police direct. Or the NSPCC Child Protection help line on 0808 800 5000 or Child line on 08001111

Every effort should be made to ensure that confidentiality is maintained for all concerned.



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