



**CENTRAL
KARATE
ACADEMY**

Central Karate Academy

Complaints Procedure

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| Written By | J.Byrne |
| Agreed by Management Team | March 2024 |
| Review date | March 2025 |
| Director of Karate Implementation | <i>N. Byrne</i> |
| Director of Operations | <i>Byrne</i> |
| Director of Safeguarding and Welfare | <i>AK</i> |

Complaints Procedure

Central Karate Academy is committed to providing a high-quality service to all participants – children, young people, adults, parents and carers.

If necessary, students/parents/guardians are aware of the complaint's procedure in place if ever they feel the Academy has not provided a service they were looking for. Parents understand that in order to issue a complaint, they must email the Director of Operations using the specified email address – jakebyrne@centralkarateacademy.com .

What will happen next?

- **Upon receiving the complaint, the Director of Operations will send an acknowledgment email alongside this policy.**
- **The complaint is then shared with the Management Team who will write up a plan of investigation to help resolve the issue. The student/parent/guardian will be given a final copy of this plan via email.**
- **Prior to investigation, the complaint is logged by the Director of Safeguarding and Welfare.**
- **After the investigation, the student/parent/guardian have the option of either a telephone consultation, or a meeting with the Director of Operations and Director of Safeguarding and Welfare to thoroughly deliver our findings and the next steps from the investigation.**
- **Following the telephone consultation or meeting, the student/parent/guardian will receive an email of the outlined investigation.**
- **If the student/parent/guardian is still unsatisfied, an external member of staff will be appointed as another Investigation Officer.**
- **Following this final investigation, a meeting with all relevant parties will take place to provide a solution.**
- **If an appropriate solution has been accepted, the logged case is closed by the Director of Safeguarding and Welfare.**