

# Northstowe Karate Club Complaints Policy

## **Policy**

We take our responsibility to treat our members fairly and with respect very seriously. Accordingly, whilst it's always disappointing to hear of a complaint, we welcome the opportunity to resolve your concerns and improve the way in which we run our club.

### **Raising A Complaint**

We're sorry you need to raise a concern with Northstowe Karate Club. Regardless of the nature of your concerns, we want you to know that it will be taken seriously and dealt with as a priority. We welcome complaints via e-mail.

E-Mail Address: [info@northstowekarate.com](mailto:info@northstowekarate.com)

Please feel free to raise minor matters with your instructor before or after classes too; we're here to help.

### **How We Will Receive And Deal With Your Complaint**

We will always acknowledge receipt of any complaint raised within 7 days. From there, we will try and respond in full to your concern or complaint within 2 working weeks. We will respond to your complaint in writing.