



WING CHUN STREET DEFENCE CLUB COMPLAINTS POLICY

Last Changed - 30/06/2020

At Wing Chun Street Defence we aim to provide the best levels of customer service and professionalism at all times, however we do accept that occasionally the service you receive may fall below the high expectations we would expect.

In such a scenario we always welcome feedback to help us improve, and guarantee that your complaint will be taken seriously in line with our complaints procedure.

How To Make An Official Complaint

Whilst we are happy to deal with any issues verbally, if you wish to lodge an official complaint, please do so using any of the following methods;

IN PERSON

Please discuss any complaints you might have with Barry Holland – Chief Instructor or Les Kemmett – Assistant Instructor at the earliest opportunity. Barry or Les will take down the information relating to your complaint, and then action it using our complaints procedure, detailed below.

BY E-MAIL

Please e-mail; barry@wingchunstreetdefence.co.uk with as much detail as possible concerning your complaint. We will endeavor to acknowledge your e-mail within 3 days and will then deal with your complaint as per our policy.

IN WRITING

Please post your complaint to;

Barry Holland
Wing Chun Street Defence Ltd
61 Union Street East
Stowmarket
IP14 1HP

We will endeavor to respond to you within seven days, provided you include a return postal address or e-mail address.

How Your Complaint Will Be Dealt With

When you make a complaint, we aim to deal with it;

- In a timely fashion
- Accurately
- Openly and transparently

We agree to remain committed to resolving any issues you may have, and will continue to work to the complaints procedure to ensure there is a clear process for us to follow when doing so.

We will keep proper written records of any complaints, communication and conclusions and will endeavor to learn from any failings in our service or training.

When we receive your complaint, depending on how you raised it (1), we will endeavor to respond within three days to acknowledge its receipt. Once received, we will investigate your complaint and speak to any necessary members of staff / persons involved, aiming to conclude and revert back to you within seven days with our findings.

You will always have an opportunity to revert back to us on any conclusions or findings should you not find our answer satisfactory. We would ask that you do this within seven days from receiving our report.

We always aim to leave our customers satisfied, and will do everything within our powers to resolve your issue in a timely and professional fashion. Furthermore, where we make mistakes, we will acknowledge those failings and learn from them for the future.

If You Are Not Happy With Our Response

If you are not happy with our response, having allowed us three days from receipt of your complaint to acknowledge, and seven days to conduct a thorough investigation into your complaint and officially respond, we welcome you the opportunity to escalate any dispute.

Where we do not provide a satisfactory response we would first of ask that, where possible, you inform us of this in writing, or by e-mail so we may have a final opportunity to fix any issues, or rectify any mistakes.

If you are not satisfied and wish to escalate your complaint, you may report it to our governing body. Although they have no legal jurisdiction over our club or its operation, they do promote best practice and we are affiliated to them for our professional licensing and affiliations. The governing body cannot guarantee any arbitration service or conclusion, and will not be liable to rectify any failings, however they will be able to record any instances of complaints and will work to mediate between yourself and Wing Chun Street Defence.

To make a complaint to our association, please use the following details;

COMPLAINING TO OUR ASSOCIATION

Once the above outlined complaints procedure has been exhausted without the dispute reaching a reasonable conclusion, please **E-MAIL**; info@bmaba.org detailing your complaint in full, along with both the instructor's and club's name.

This complaints procedure was last modified on 30th June 2020 by Barry Holland – Chief Instructor

