

SHOTOKAN KARATE ENGLAND

Complaints Procedure

This policy explains how to make a complaint about someone's conduct or behaviour, if you feel something has happened which is unsafe, unprofessional or discriminatory or maybe because you feel someone has behaved unfairly or broken any policies, rules or codes of conduct.

In the event you wish to make a complaint, please discuss this with the Chief Instructor of your resident club in the first instance as they may well be able to help you resolve the issue. If the issue is regarding a Safe Guarding concern, please contact our Safeguarding Officer, Liz Denton on 07776 437937 or email Shotokarate.east@gmail.com. Any complaints about safety and welfare take priority.

If you cannot resolve the complaint by speaking with your club instructor, please contact Lucy Butler, SKE Secretary at Karate London Head Office on 01992 768664 or email info@karate-london.co.uk. If the matter needs to be taken further, you will be asked to put it into writing.

We will acknowledge your complaint within 48 hours and endeavour to deal with it within 14 days of receipt. If the matter is still ongoing at this point you will be given an update on proceedings.

Any matter discussed will be dealt with in confidence.

Lucy Butler
Secretary/SKE