



York Karate Complaints Procedure

York Karate is committed to providing excellent karate training to all our participants and parents/carers. If we are failing in this regard, we will do what we can to correct the situation.

If you have a complaint, please contact us with the details of your complaint and where possible, what you would like us to do to resolve the situation.

What will happen next?

1. We will send you written acknowledgment of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Welfare Officer who will review it.
3. We may invite you to a meeting to discuss your complaint.
4. We will provide you with a final response, including what action is to be taken, within 14 days of your complaint. If we cannot provide you with a final response within 14 days, we will write to advise that we require more time to investigate the matter.
5. We will provide you with a final response, without exception, within 31 days.
6. If you are not satisfied with our response, you may appeal any decision and provide reasons/additional evidence for our consideration.
7. We will review your appeal within 14 days and provide our final response to your appeal.

Specific details can be found in our [Disciplinary Rules and Procedures](#) Document.

All complaints should be forwarded to info@yorkkarate.net, by contacting the [Club Welfare Officer](#) (contact details are available via www.yorkkarate.net) or in writing to any club instructor/coach.