



Complaints Procedure

Kazoku Ju Jitsu is committed to providing high-quality martial arts training to all our participants, children/young people and adults. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

General Principles

- This procedure is intended to allow you to raise a concern or complaint relating to Kazoku Ju Jitsu or the services that it provides.
- An anonymous concern or complaint will not be investigated under this procedure unless there are exceptional circumstances.
- To enable a proper investigation, concerns or complaints should be brought to the attention of Kazoku Ju Jitsu as soon as possible. In general, any matter raised more than 3 months after the event being complained of, will not be considered.

Raising a concern or complaint

1) Informal Stage

It is normally appropriate to communicate directly with the senior instructor (Sensei Dan Verghese). This may be by letter, by telephone or in person. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

2) Formal Stage

If you have a formal complaint, please contact us with the details. We have 28 days to consider your complaint.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint and review any evidence provided.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint, within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.



5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If your complaint is regarding a safeguarding incident or issue, it will be dealt with in accordance with our safeguarding policies by the club Safeguarding Lead.

To discuss any concerns or complaints please contact:

Senior Instructor & Safeguarding Lead: Sensei Dan Verghese

Email: dan@kazoku-jujitsu.uk

Tel: 07739 488278