



## **Hombu Dojo Karate International Great Britain Complaints Procedure**

HDKI GB are committed to providing a high-quality service to all our participants, children/young people, adults, parents and carers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and deal with inappropriate behaviour in a timely manner.

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

### **What will happen next?**

1. We will send you an email acknowledging receipt 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 the HDKI GB committee who will review the complaint and speak to the subject complained about.
3. We will then invite you to discuss the matter and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement email.
4. Within three days of discussing the matter with you, we will email you to confirm what took place and any solutions we have agreed with you.
5. If you do not want to discuss the matter further, we will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement email.
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 to review the complaint.
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.