

Complaints Procedure

Black Scorpion Karate CIC is committed to providing high-quality service to all participants, children, young people, and adults, as well as parents and carers. When something goes wrong, we encourage you to let us know so that we can address any issues and improve our standards.

How to Make a Complaint

If you have a complaint, please contact us with the details. We will respond to your complaint within 28 days.

What Will Happen Next?

1. Acknowledgement

We will send you a letter/email acknowledging receipt of your complaint within three days of receiving it, along with a copy of this procedure.

2. Investigation

Our designated complaints handler will review your complaint. They will examine the matter and consult with the relevant individuals involved.

3. Resolution Meeting

We will invite you to a meeting within 14 days of the acknowledgement letter to discuss and hopefully resolve your complaint. We aim to understand your concerns during this meeting and reach an agreeable solution.

4. Written Confirmation

Within three days of the meeting, we will provide written confirmation of the discussion and any solutions agreed upon.

5. Alternative Resolution

If you prefer not to have a meeting or if a meeting isn't possible, we will send you a detailed written response to your complaint within 21 days of the acknowledgement letter, including our suggestions for resolution.

6. Further Review

If you remain unsatisfied, you may request a further review. We will assign an independent party within Black Scorpion Karate CIC to review your complaint and provide a final response.

7. Final Response

We will send you our final response within 14 days of your request for a review, outlining our final position on your complaint and our reasoning.