

# OTLEY KARATE CENTRE

## Club Complaint Policy

At Otley Karate Centre, we aim to provide the best levels of customer service and professionalism at all times, but we realise that from time to time the service you receive may fall below the high standards we would expect. If this happens we always welcome your feedback to help us improve and guarantee that your complaint will be taken seriously, in line with our complaints procedure.

### How to Make an Official Complaint

Whilst we're happy to deal with any issues verbally, if you wish to lodge an official complaint, please do so using any of the following methods.

#### In person

Please discuss any complaints you might have with the club's Chief Instructor – John Walker, at the earliest opportunity. The Chief Instructor will take down the information relating to your complaint and then take appropriate action in line with our complaints procedure shown below.

#### By email

Please email: [otleykyojin@btinternet.com](mailto:otleykyojin@btinternet.com) with as much detail as possible concerning your complaint.

#### In writing

Please send your complaint to  
Otley Karate Centre, 27 Wellington Terrace, Bramley, Leeds LS13 2LH

### How We Will Receive and Deal With Your Complaint

We will always acknowledge receipt of any complaint raised within 24 hours. From there, we will try to respond in full to your concern or complaint within 2 working weeks. We will respond to your complaint in writing using the same medium as we received your complaint.

### If We Can't Satisfy Your Concerns

We hope we can resolve matters amicably with you and will gladly work through any issues you are encountering until satisfactorily resolved.

If for any reason you are not confident with our final outcome or feel that your concern is so serious you do not feel it can be raised with us, you may contact our parent association, the Shukokai-Shitoryu Karate Alliance (SSKA) using the details below.

**Web:** [www.ska.club](http://www.ska.club)

**Email:** [cheshirekaratecentres@btinternet.com](mailto:cheshirekaratecentres@btinternet.com)

**Phone:** 07831 418631

#### In writing:

Cheshire Martial Arts Centre, 1st Floor Evans House, Orford Lane, Warrington WA2 7HW

The SSKA is our parent association, however, they do not own or have any ultimate authority over our club. They will, however, act as a body for arbitration and will field any safeguarding concerns in confidence



Last Reviewed: 30 Sep 2024