

Complaints Procedure

The Southern England Karate Federation are committed to providing a high-quality service to all our participants, children/young people and adults; parents/carers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us in writing 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 seven days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint and invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
3. Within seven days of the meeting, we will write to you to confirm what took place and any solutions that has agreed with you.
4. 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.
5. At this stage, if you are still not satisfied, you are invited to contact us again and we will arrange for someone unconnected with the matter to look into it.
6. 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.

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