

Club Complaints Policy

Introduction: At , we strive to provide a safe, supportive, and professional environment for all members. We take complaints seriously and have established this policy to ensure concerns are addressed fairly, efficiently, and in line with best practice.

We encourage open communication and will always seek to resolve complaints informally where possible. However, we also recognise that some matters may require formal investigation. This policy applies to complaints from students, parents, guardians, instructors, and any other stakeholders.

1. Principles of Our Complaints Policy

Our complaints policy is guided by the following principles:

- **Fairness:** All complaints will be handled impartially and objectively.
 - **Confidentiality:** Complaints will be treated with discretion, with only those necessary involved in the process.
 - **Timeliness:** Complaints will be acknowledged promptly, and a resolution will be sought as quickly as possible.
 - **Transparency:** The process for handling complaints will be clear and accessible to all members.
 - **No Reprisal:** No member will be treated unfairly or disadvantaged for making a complaint in good faith.
 - **Escalation:** If a complainant is dissatisfied with the outcome, they may escalate their complaint as outlined in this policy.
-

2. Types of Complaints Covered

The following are examples of complaints that can be raised under this policy:

- Concerns about club operations, training, or facilities.
- Issues regarding the behaviour of an instructor, student, or parent.
- Discrimination, bullying, or harassment.
- Health and safety concerns.
- Administrative or financial matters related to the club.
- Failure to adhere to club policies or procedures.

Complaints related to safeguarding concerns should follow the club's safeguarding policy and be reported immediately to the Club Safeguarding Officer.

3. Informal Complaint Process

Where appropriate, we encourage concerns to be raised informally first. Many issues can be resolved quickly and efficiently through open communication.

If you have a concern, please take the following steps:

- Speak directly to the person involved, if appropriate.
- If unresolved, speak to an instructor or a club representative.
- If the concern relates to club operations or policies, raise it with the **Club Manager or Lead Instructor**.

If the issue remains unresolved or is of a more serious nature, the formal complaint procedure should be followed.

4. Formal Complaint Procedure

If an informal resolution is not possible, or if the matter requires further investigation, a formal complaint should be submitted in writing.

Step 1: Submit the Complaint

- Complaints should be made in writing via email or letter to the **Club Manager or Lead Instructor**.
- The complaint should include:
 - The name and contact details of the complainant.
 - A clear description of the issue, including relevant dates, locations, and persons involved.
 - Any supporting evidence or documentation.
 - The desired resolution or outcome sought.

Step 2: Acknowledgement

- The club will acknowledge receipt of the complaint within **five working days**.
- We will confirm the process and timeline for addressing the complaint.

Step 3: Investigation

- The complaint will be reviewed by a senior club official or an impartial representative.
- Where necessary, the club may conduct interviews or gather further evidence.
- The club will aim to complete the investigation and provide a response within **20 working days**.

Step 4: Resolution

- The club will provide a written response outlining its findings and any actions taken.
 - If the complainant is dissatisfied, they may request a review or escalate the matter further.
-



5. Escalation Procedure

If a complainant is not satisfied after exhausting the club's complaints procedure, or if their complaint relates to a safeguarding concern that they feel has not been taken seriously, they may escalate the matter.

Escalation to BMABA:

- The British Martial Arts & Boxing Association (BMABA) provides independent safeguarding oversight.
- Complainants may contact BMABA's Safeguarding Team directly at:

BMABA Safeguarding Team Contact Details:

-  Telephone: **01798 306546**
-  Email: safeguarding@bmaba.org.uk

Additional External Support:

- For safeguarding concerns, you may also contact the **Local Authority Designated Officer (LADO)** or the **NSPCC**.
 - If the complaint relates to serious misconduct or criminal activity, the matter should be referred to the **police (999 for emergencies or 101 for non-emergencies)**.
-

6. Safeguarding & Complaints

Safeguarding complaints are taken extremely seriously. If a complaint relates to child welfare, abuse, or misconduct involving a vulnerable person, the club will:

- Follow UK safeguarding guidelines.
 - Refer the case to the Club Safeguarding Officer and BMABA.
 - Escalate to statutory authorities where necessary.
-

7. Monitoring & Policy Review

To ensure our complaints process remains fair and effective, will:

- Monitor all complaints and feedback regularly.
- Review this policy annually to reflect changes in best practice and regulatory requirements.


Last Reviewed: 04/05/2025

8. Contact Details

If you wish to raise a complaint, please contact:

Club Manager / Lead Instructor: Martyn Styler

 Email: hello@praetorianmma.co.uk

 Telephone: 02392 008121

For Safeguarding Complaints:

Club Safeguarding Officer: Kelly Sparks

 Email: safeguarding@praetorianmma.co.uk

If you are not satisfied after following this procedure, you may escalate to BMABA's Safeguarding Team via safeguarding@bmaba.org.uk or call 01798 306546.

Model Policy by BMABA, Exclusively for Registered Members.

Check all Active Members from bmaba.org.uk/verify