YKA Complaints Procedure

1. Our Aim

Yorkshire Karate Academy is committed to providing a quality teaching and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our students and parents, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaints as a clear expression of dissatisfaction with our teaching which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our teaching, and review annually our complaints policy and procedures.

2. Definition

A compliment is an expression of satisfaction about the standard of teaching we provide.

A complaint is defined as any expression of dissatisfaction, however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

3. Complaint

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction. Yorkshire Karate Academy responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Yorkshire Karate Academy attention normally within 6 weeks of the issue arising
- raise concerns promptly and directly with the Instructor
- explain the problem as clearly and as fully as possible, including any action taken to date
- allow Yorkshire Karate Academy a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Yorkshire Karate Academy’s control.

4. Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Yorkshire Karate Academy maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

5. Complaints Procedure

Written records must be made by Yorkshire Karate Academy at each stage of the procedure.

In the first instance, Instructor(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

a) A formal complaint can be made either verbally or in writing. If in writing the attached form should be used. If verbally, a statement should be taken by a Instructor of YKA.
b) In all cases, the complaint must be passed on to Chief Instructor of YKA Sensei Khuram Ilyas. In the event of a complaint about the Chief Instructor, the complaint should be passed on to SKO (Shukokai Karate Organisation), a association which regulates Yorkshire Karate Academy along with other clubs
c) Yorkshire Karate Academy depending on the nature of the complaint, must acknowledge the complaint in writing within one week of receiving it.
d) One of the above will investigate the complaint. Any conclusions reached should be discussed with the Instructors involved.
e) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.

Yorkshire Karate Academy
Complaints form

You may use this form to make a suggestion or to make a complaint about Yorkshire Karate Academy.

We would like you to return this form as soon as possible.

Your Name ……..

Address ……...

……..

Telephone ……..

Date of incident

Class and Venue

Suggestion / Complaint

What action would you like to be taken?

What times are convenient for you to have an appointment to discuss this?