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# SONCHŌ KARATE CLUB

## COMPLAINTS POLICY

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We take our responsibility to treat our members fairly and with respect very seriously. Accordingly, whilst it's always disappointing to hear of a complaint, we welcome the opportunity to resolve your concerns and improve the way in which we run our club.

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### Raising A Complaint

We're sorry you need to raise a concern with Sonchō Karate Club. Regardless of the nature of your concerns, we want you to know that it will be taken seriously and dealt with as a priority. We welcome complaints via email on the below contact points:

**Lead Instructor:** *Natalie Böttcher*

**E-Mail Address:** *info@soncho-karate-club.org*

Please feel free to raise minor matters with your instructor before or after classes too; we're here to help.

### 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 and respond in full to your concern or complaint within 1 working week. We will respond to your complaint via email for ease of reference.

### 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 satisfactory resolved. If for any reason you are not confident with our final outcome or you feel that your concern is so serious you do not feel it can be raised with us, you may contact our association, **Hombu Dojo Karate International GB (HDKI GB)** on the below details:

**Web:** <https://hdkigb.org/>

**E-Mail:** [safeguarding@hdkigb.org](mailto:safeguarding@hdkigb.org)

HDKI GB is our 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.