



Complaints Policy and Procedure

Policy Overview

At Byrne black Belt Academy, we are committed to providing the highest standards of teaching of martial arts to our students and customer satisfaction. However, we recognise that on occasions a parent may wish to raise a complaint. All complaints will be dealt with professionally following the Company Complaints Policy and Procedure

Roles and Responsibilities

Byrne Black Belt Academy will:

- Ensure that parents/carers are aware of the company's Complaints Procedure
- Ensure that parents have access to contact details for Ed Byrne, owner of Byrne black Belt Academy should they wish to escalate their complaint/concern further.
- Ensure that all complaints, whether received face to face, via email or by phone, are dealt with in a professional manner and that appropriate paperwork is completed and all complaints are added to the Complaints Overview Log
- Ensure that any complaint is thoroughly investigated and any actions taken reported back to parents/carers within 28 days

Procedures

All complaints need to be emailed to **complaintsbbba@outlook.com**

- On receipt of a written complaint from a parent/carer the complaint paperwork will be completed
- a meeting with the parent/carer to understand full details of concern/complaint
- An investigation of the complaint will be carried out by Byrne Black Belt Academy
- Following the investigation, the outcome and any subsequent actions must be documented on the complaint paperwork by Byrne Black Belt Academy

- Outcomes and actions in relation to the complaint must be communicated, preferably face to face, to the parents/carer within 28 days by a member of the Byrne Black Belt Academy
- should the parent/carer not be satisfied with the outcome/actions in relation to the complaint, Byrne Black Belt Academy must arrange a meeting to attempt to resolve the complaint / concern
- If the matter cannot be resolved to their satisfaction, then parents have the right to leave Byrne Black Belt Academy and the notice period will be waived
- Any original investigation notes and accompanying documentation must be kept with the complaint in the confidential complaint file