



South Coast Choi Kwang Do (SCCKD)  
6. Complaints Procedure

Policy Owner	Welfare Officer
School Owner	Mr Dave Storey
Version	5.0
Date	June 2024
Review	June 2026

## 6. Complaints Procedure

### 6.1 Policy Statement

South Coast Choi Kwang Do are committed to providing a high-quality service to all our students, children/young people/adults, and 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 directly using the details below. We have 28 days to consider your complaint.

### 6.2 What will happen next

1. We will contact you acknowledging receipt of your complaint within three working days of receipt.
2. We will then investigate your complaint. When we investigate any concerns raised, we look at the circumstances at the time of your concern and consider any documentation you may have received. We may need to contact you for further information.
3. Once we have investigated your complaint, we will either arrange a meeting with you or, alternatively, write to you directly advising the outcome of your complaint.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected to the matter to review the complaint.
5. We will write to you within 14 days of receiving your request or review confirming our final position on your complaint and explaining our reasons.

If you have any questions or would like to make a complaint, you can speak to Mr Storey. In class, or by using the details below

Email – [infor@southcoastckd.com](mailto:infor@southcoastckd.com)

Telephone – 07799 835028

### 6.3 Declaration

On behalf of South Coast Choi Kwang Do we, the undersigned, will oversee the implementation of the Complaints Procedure and take all necessary steps to ensure that it is adhered to.

**Signature: [Original Signed]**

**Mr Dave Storey  
School Owner / Chief Instructor**

**Date: 22<sup>nd</sup> June 2024**

**Signature: [Original Signed]**

**Mrs Deborah Appleby  
Welfare Officer**

**Date: 22<sup>nd</sup> June 2024**

