



## BEARSDEN MARTIAL ARTS 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 Bearsden Martial Arts 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 e-mail, phone or letter] on the below contact points;

**Lead Instructor: Hugh Russell**

**E-Mail Address: [bearsdenmartialarts@hotmail.com](mailto:bearsdenmartialarts@hotmail.com)**

**Telephone Number: 0141 570 1345**

**Address: 59 Ballater Dr, Bearsden, Glasgow, G61 1BZ**

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 2 working days. From there, we will try and respond in full to your concern or complaint within 2

working weeks. We will respond to your complaint in the same medium it is received in for ease of reference.

When you make a complaint, we aim to deal with it;

- In a timely fashion
- Accurately
- Openly and transparently

We agree to remain committed to resolving any issues you may have, and will continue to work to the complaints procedure to ensure there is a clear process for us to follow when doing so.

We will keep proper written records of any complaints, communication and conclusions and will endeavour to learn from any failings in our service or training.

### 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, **The British Martial Arts & Boxing Association (BMABA)** on the below details;

**Web:** <https://bmaba.org.uk>

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

**Phone:** 01798 306546

**In Writing:** BMABA, Kemp House, 160 City Road, London. EC1V 2NX

The BMABA 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.