



AllFitness Karate Complaints Procedure

AllFitness Karate is committed to providing a high-quality service to all our participants, including children, young people, adults as well as parents/carers. If something goes wrong for any reason, we would like to be informed in order to amend our practices in the future

If you have a complaint, please follow the procedure below:

Stage 1

The parent/carer should raise a verbal complaint, and we will discuss the matter informally with the parent/carer concerned and aim to reach a satisfactory resolution.

Stage 2

If it is not possible to reach a satisfactory resolution to the complaint through an informal discussion, the parent/carer should put their complaint in writing to allfitnesskarate@outlook.com.

We will acknowledge receipt of your complaint within 5 days

We will investigate the matter and consider your complaint within 28 days.

Stage 3

We will meet relevant parties to discuss AllFitness Karate's response to the complaint.

We will send a full response in writing detailing any recommended changes to the club's practices or policies as a result of the complaint and any solutions.

Stage 4

At this stage, if you are still not satisfied, you may appeal and provide your reasons and/or any additional evidence for consideration.

Stage 4

We will write to you within 14 days of receiving your appeal, confirming our final position on your complaint, and explaining our reasons.

Policy Owner:	Julie Taylor
Policy approved by:	AllFitness Karate
Date Policy approved:	July 2025
Next review Date:	July 2026