



COMPLAINTS PROCEDURE

The **Ultimate Sport Kickboxing Association (USKA)** are committed to providing a high-quality service to all our participants, children/young people and adults; parents/carers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Level 1: Informal Concerns

Concerns: We expect that most concerns, where a staff member, parent or fellow student seeks intervention or some other action to be taken, can be resolved informally.

Notification should be VIA class Instructor, Chief Instructor or Manager and can be verbal or written.

Level 2: Formal Complaint

Notification: A level 1 concern that is unresolved, or a complaint which needs investigation.

This complaint should be written and should include a full explanation of the complaint and all relevant associated documents/evidence for investigation.

Acknowledgement: Written Level 2 complaints will be acknowledged by telephone, email or in writing within two working days of receipt, except during gym closures where the acknowledgement will be within five working days.

Investigation: Management will appoint an internal Complaints Officer to act as the “investigator”. The investigator will be impartial to the complaint and should inform the accused of the complaint in writing. The investigator may also:

- Request additional information from the complainant;
- Speak to the accused;
- Speak to others who have knowledge of the circumstance.

The outcome of the investigation will be reported to management who will notify the complainant in writing of their decision and the reasons for it.

Records: Written records of level 2 complaints will be obtained. Formal complaints regarding staff/volunteers may result in verbal or written warnings. Staff may be suspended during the investigatory period.

Level 3: Final Complaint

Concerns: We expect that concerns raised from a Level 2 complaint should be expanded, in writing and with evidence.

Acknowledgement: Written Level 3 will be acknowledged by telephone, email or in writing within two working days of receipt, except during gym closures where the acknowledgement will be within 5 working days.

Investigation: The level 2 “investigator” will contact the **ICO (International Combat Organisation)** with all evidence provided by any involved party.

The date and time of this correspondence will be logged.

Once a decision has been made, decisions will be reported to management who will notify the complainant in writing of their decision and the reasons for it within 5 working days of complaint acknowledgement.

Records: Written records of Level 3 complaints will be obtained by **USKA** and **ICO**.

Any continued queries regarding the complaint after this point will be treated as harassment.