

COMPLAINTS POLICY

learnselfdefence take our responsibility to treat our students 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 workshops.

RAISING A COMPLAINT

We're sorry you need to raise a concern with **learnselfdefence**. 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 or telephone on the below contact points:

Lead Instructor: *Stephen Luke* / steve.luke@learnselfdefence.website / 07599 978387

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 24-hours. From there, we will try and respond in full to your concern or complaint within 2 working weeks. We will respond to your complaint via E-mail.

IF WE ARE NOT ABLE TO 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 details below:

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

E-Mail: 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 **learnselfdefence**. They will, however, act as a body for arbitration and will field any safeguarding concerns in confidence.

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