



Complaints Procedure

Phoenix Martial Arts 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.

If you have a complaint, please contact us with the details. We have 28 days to consider your complaint.

Please Address your complaint to Mr or Mrs Walker on info@phoenixmartialarts.org or our current safeguarding welfare officer, Mrs Emma Schofield on 07990655715.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner who will review your matter file and speak to the member of staff who acted for you.
3. We will then send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 28 days of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter to look.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.