

Prestige Martial Arts Complaints Procedure Policy



Purpose

Prestige Martial Arts is committed to providing a professional, respectful, and safe environment for all members, staff, and stakeholders. This policy outlines the process for raising and addressing complaints, ensuring they are resolved promptly, fairly, and transparently. The safety and well-being of all involved, particularly in safeguarding matters, remain our top priority.

Scope

This policy applies to:

- Staff, volunteers, and contractors of Prestige Martial Arts.
- Members, students, parents, guardians, and visitors.
- External stakeholders who engage with Prestige Martial Arts.

It covers complaints about:

- The conduct of staff, instructors, volunteers, or members.
- Operational or administrative issues related to Prestige Martial Arts.
- Safeguarding concerns, including breaches of safeguarding policies.

Designated Personnel

- **Designated Safeguarding Officer (DSO): D. Baxter**
- **Director: Will Taylor**
- **Head Coach: Will Taylor**

These individuals are responsible for overseeing and addressing complaints in line with their respective roles and expertise.

Procedure

1. Raising a Complaint

- Complaints can be made in person, by phone, or in writing via email or letter.
- General complaints should be directed to the relevant instructor or staff member. If unresolved, they should be escalated to the DSO, Director, or Head Coach.
- Safeguarding concerns must be reported immediately to the DSL, D. Baxter, to ensure appropriate action is taken promptly.

Written complaints should include:

- Complainant's full name and contact details.
- Clear description of the issue, including dates, times, and names where applicable.
- Any supporting documents or evidence.

2. Acknowledgement

- Complaints will be acknowledged within **3 working days** of receipt.
- The acknowledgement will include:
 - Confirmation of receipt.
 - An outline of the process to follow.
 - A timeline for investigation and resolution.

3. Investigation

- The complaint will be investigated thoroughly and impartially by the relevant individual(s).

- Safeguarding complaints will be handled by the DSO, with referrals made to external safeguarding agencies as necessary.
- The investigation may involve:
 - Reviewing any written evidence or correspondence.
 - Speaking to relevant parties (while maintaining confidentiality).
 - Referring to Prestige Martial Arts policies and procedures.
- Updates will be provided to the complainant if the investigation takes longer than **10 working days**.

4. Resolution

- A written response will be provided within **10 working days** of receiving the complaint.
- The response will include:
 - A summary of findings.
 - Any actions taken to address the issue.
 - Steps to prevent recurrence where applicable.
- If disciplinary or legal actions are involved, outcomes will be communicated while maintaining confidentiality.

5. Appeals

- If the complainant is dissatisfied with the outcome, they may appeal to the Director or Head Coach, Will Taylor, within **10 working days** of the response.
- The appeal will involve a review of the investigation and may include further inquiries if new evidence is presented.
- A final decision will be provided within **10 working days** of receiving the appeal.

Confidentiality

- All complaints will be handled with the utmost confidentiality.
- Information will be shared only with individuals directly involved in resolving the complaint.
- Safeguarding concerns may require information sharing with external agencies, as required by law.

Monitoring and Review

- Prestige Martial Arts is dedicated to learning from complaints to improve practices.
- Records of all complaints, including actions taken and outcomes, will be maintained securely by the DSO..
- This policy will be reviewed annually by the Director and DSL to ensure it remains effective and relevant.

Next Review Date: [To be reviewed 27.12.2024
one year from approval]

Contact Information

- **Designated Safeguarding Lead (DSO): D. Baxter** –
prestigemartialdsl@icloud.com
- **Director and Head Coach: Will Taylor** –
Prestigemartialart@icloud.com

For assistance or to submit a complaint, please contact us via:

- Email: Prestigemartialart@icloud.com or
prestigemartialdsl@icloud.com

End of Policy