



Complaints Procedure

Complaints relating to classes should be taken directly to the judge at the ring concerned within 30 mins of the class ending. The judges' decision is final.

Any other complaints (apart from Safeguarding issues – please see safeguarding policy) should be reported to a committee member. A £20 fee is payable to log your complaint, details will be noted and considered at the next committee meeting (these are held on the first Tuesday of every month). If your complaint is upheld the £20 fee will be returned to you. If the appropriate fee is not paid when the complaint is submitted, the complaint will NOT be heard by the committee.

Once the committee have considered your complaint, you will receive written notification within 7 days of the meeting informing you of the decision/outcome.

Dated:- Jan 2018