



## Kuk Sool Won™ of Weston Super Mare

### **Complaints Procedure**

Kuk Sool Won™ of Weston Super Mare is 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.

What will happen next?

- 1 We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
- 2 We will then investigate your complaint. This will normally involve speaking to everyone involved and getting a full picture of what has occurred.
- 3 We will then invite you to a meeting to discuss and hopefully resolve your complaint. This will be done within 14 days of sending you the acknowledgement letter.
- 4 Within three days of the meeting, we will write to you to confirm what took place and any solutions that have been agreed with you.
- 5 If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
- 6 At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter.
- 7 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.