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# Complaints Policy

At The Wing Chun Collective schools, we strive to provide a safe and inclusive environment for all our participants, regardless of their gender, age, or ethnic background. We value open communication and believe that addressing concerns or complaints promptly and fairly is crucial for maintaining the highest standards of our school. This Complaints Policy outlines the procedure to be followed when making a complaint and our commitment to resolving it efficiently.

## Purpose

The purpose of this policy is to establish a transparent and accessible process for participants to raise complaints regarding any aspect of their experience at The Wing Chun Collective. We encourage individuals to come forward with their concerns, so we can address them promptly and take appropriate action.

## Definition of a Complaint

A complaint is defined as an expression of dissatisfaction or concern regarding any aspect of The Wing Chun Collective, including but not limited to:

- a. Instructors conduct or behaviour
- b. Discrimination, harassment, or bullying.
- c. Safety concerns
- d. Facilities or equipment issues
- e. Administrative matters

## Complaints Procedure

### Informal Resolution

We encourage participants to attempt an informal resolution first by discussing their concern directly with the relevant instructor or staff member. This informal approach aims to resolve issues quickly and amicably.

### Formal Complaint

If an informal resolution is not possible or satisfactory, participants can make a formal complaint by following these steps:

#### 1. *Submitting a Complaint*

Complaints should be made in writing and sent via email or letter to the School Administrator, who will be responsible for managing the complaint. The complaint should include the following details:

- Name of the complainant
- Contact information
- Nature of the complaint
- Date, time, and location of the incident (if applicable)
- Any relevant supporting evidence

#### 2. *Acknowledgement of Complaint*

Upon receiving a formal complaint, the School Administrator will acknowledge the receipt within five working days and inform the complainant of the process that will be followed.

#### 3. *Investigation and Response*

The School Administrator, in consultation with relevant individuals, will conduct a thorough investigation into the complaint. The investigation process may involve gathering additional information, interviewing witnesses, and reviewing relevant documentation.

Once the investigation is complete, the School Administrator will respond to the complainant in writing within 15 working days. The response will outline the findings of the investigation and any actions taken or proposed to address the complaint. If more time is required for the investigation, the complainant will be informed accordingly.



## The Wing Chun Collective

### 4. *Appeal Process*

If the complainant is dissatisfied with the outcome or resolution provided, they may request an appeal within 10 working days of receiving the School Administrator's response. The appeal will be reviewed by an independent panel appointed by The Wing Chun Collective. The panel will assess the appeal and provide a final decision within 20 working days of receiving the request.

## Confidentiality and non-retaliation

The Wing Chun Collective is committed to maintaining confidentiality throughout the complaint process. Information disclosed during the investigation will be handled sensitively and shared only with individuals directly involved in the resolution process.

Furthermore, The Wing Chun Collective strictly prohibits any form of retaliation against individuals who make a complaint in good faith. Retaliation against a complainant or anyone involved in the complaint process will be treated as a separate and serious disciplinary matter.

## Record Keeping

All complaints and their respective resolutions will be documented and securely stored for a minimum of three years. These records will be handled in accordance with data protection regulations and will only be accessible to individuals directly involved in the resolution process.

We encourage all participants to provide feedback and bring forward their concerns. Your feedback will help us improve our services and ensure a positive experience for everyone involved.

If you have any questions or require assistance regarding the complaints process, please contact the School Administrator at [twcc@wingchun.uk.net](mailto:twcc@wingchun.uk.net) or by calling +44 (0) 7768 376299.