



## COMPLAINTS PROCEDURE

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VALOR COMBAT SYSTEMS IS COMMITTED TO PROVIDING A PROFESSIONAL SERVICE TO ALL INVOLVED. SHOULD THERE BE AN ISSUE, WE NEED YOU TO INFORM US AS SOON AS POSSIBLE.

IF THE MATTER CANNOT BE RESOLVED WITH THE SENSEI (CLUB COACH) CONCERNED, THEN THE MATTER NEEDS TO BE INVESTIGATED WITH OUR COMPLAINTS DEPARTMENT.

IF YOU HAVE A COMPLAINT, PLEASE CONTACT US WITH THE DETAILS. WE REQUIRE 28 DAYS TO CONSIDER YOUR COMPLAINT.

### PROCEDURE: -

1. YOU WILL BE SENT A LETTER ACKNOWLEDGING YOUR COMPLAINT WITHIN THREE DAYS OF RECEIPT.
2. THE COMPLAINT WILL THEN BE INVESTIGATED BY OUR COMPLAINTS DIVISION, WHO WILL REVIEW THE MATTER AND SPEAK TO THE INDIVIDUAL(S) INVOLVED.
3. AFTER ASSESSING ALL ISSUES, WE WILL INVITE YOU FOR A MEETING TO DISCUSS AND HOPEFULLY RESOLVE YOUR COMPLAINT, WITHIN 14 DAYS OF SENDING YOU THE ACKNOWLEDGEMENT LETTER.
4. WITHIN THREE DAYS OF THE MEETING, WE WILL WRITE TO CONFIRM DETAILS OF THE MINUTES TAKEN, WITH ANY MUTUALLY AGREED RESOLUTIONS.
5. IF A MEETING IS NOT POSSIBLE, A DETAILED WRITTEN REPLY TO YOUR COMPLAINT WILL BE SENT, INCLUDING SUGGESTIONS FOR RESOLVING THE MATTER.
6. A FURTHER REVIEW CAN BE MADE AT ANY STAGE. WE HOPE THAT THERE IS AN ACCEPTABLE SOLUTION TO THE ORIGINAL COMPLAINT.

### VALOR COMBAT SYSTEMS CONTACT DETAILS: -

- TELEPHONE: 07794 577797
- EMAIL: [info@valorcombatsystems.co.uk](mailto:info@valorcombatsystems.co.uk)
- WEBSITE: [www.valorcombatsystems.co.uk](http://www.valorcombatsystems.co.uk)