



Complaints Policy

We take our responsibility to treat our members fairly and with respect very seriously. Accordingly, whilst it's always disappointing to hear of a complaint, we welcome the opportunity to resolve your concerns and improve the way in which we run our club

Raising A Complaint

We're sorry you need to raise a concern with Strike Kickboxing. Regardless of the nature of your concerns, we want you to know that they will be taken seriously and dealt with as a priority. We welcome complaints via e-mail or phone on the below contact points;

Lead Instructor: Giles Hall

E-Mail Address: strikekickboxing@yahoo.com

Telephone Number: 07730 475348

Please feel free to raise minor matters with your us before or after classes too; we are always here to help.

How We Will Receive And Deal With Your Complaint

We will always acknowledge receipt of any complaint raised within 24 hours. From there, we will try and respond in full to your concern or complaint within 2 working weeks. We will respond to your complaint in writing on email or letter according to your wishes for ease of reference .

If We Can't Satisfy Your Concerns

We hope we can resolve matters amicably with you, and will gladly work through any issues you are encountering until satisfactorily resolved. If for any reason you are not confident with our final outcome or you feel that your concern is so serious you do not feel it can be raised with us, you may contact our association, **Kickboxing GB** on the below details;

Web: <https://kickboxinggb.com/>

E-Mail: Kelly Hobbs safeguarding@kickboxinggb.com

Phone: 01628 415923

Kickboxing GB is our association, however, they do not own or have any ultimate authority over our club. They will, however, act as a body for arbitration and will field any safeguarding concerns in confidence