



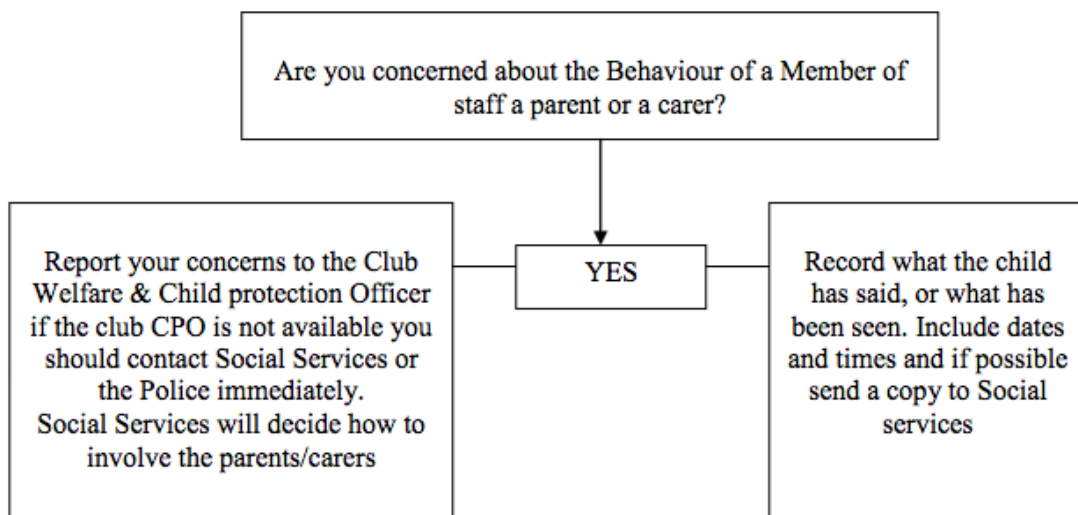
ACS MAGFA Complaints Procedure

(ACS Martial Arts, ACS Boxercise, ACS Self Defence)

Complaints Handling Policy

We are committed to providing a high-quality service to all our students/clients. When something goes wrong, we need you to tell us about it. This will help us improve our standards.

If your complaint, is regarding a child safety and protection issue:



Please print PAGE 4 to record the incident and ensure that a copy is stored safely under data protection guidelines

Useful Phone Numbers

The following phone numbers are useful for reporting concerns relating to a **child safety & protection issue** or complaints regarding ACS coaches

For ACS Martial Arts:

Lead coach David Brown
mob: 07711 369128
email: david@acs-martialarts.co.uk

Alternatively, if the complaint is about the lead coach, then you can contact:

Club secretary Kiran Sharma:
mob: 07956 147529
email: kiran@acs-martialarts.co.uk

For external complaints and **Child Protection issues** against ACS MARTIAL ARTS contact:

Meanstreets Association
Admin: Jennifer Mills
Enquiries: enquiries@msda.org.uk
Telephone: 07545 771 590

For ACS Boxercise:

Boxercise
Millstone House
Main Street
Mowsley
Leics
LE17 6NT
Tel: 0116 2404906

For additional Child Protection Support contact:

Social Services Luton Contact: tel: 01582 546000
Social Services Dunstable Contact: tel: 01582 818499

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NSPCC: tel: 0808 800 5000

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Child line: tel: 0800 1111

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For standard complaint procedures (not Child Protection related) we will deal with your complaint as soon as we can, you must allow us up to 4 weeks to consider your complaint.

What will happen

1. We will send you a letter/email acknowledging receipt of your complaint within three days of receiving it.
2. We will then investigate your complaint.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint.
4. Within three days of the meeting, we will write to you to confirm what took place and any solutions that we have 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 our club secretary to review our decision.
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.
8. If you are still not satisfied, you can then contact:

Please note: This complaints procedure is only applicable for services run by ACS MAGFA.



Date.....

Your Name..... Position Held.....

Name:(child)..... Age..... D.O.B.....

Address.....

..... Postcode:..... Tel.....

Race..... Ethnic Origin.....

Relevant special needs.....

Name and address of person reporting (if different to above)

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Date:..... Time:..... Place (of disclosure).....

What the child said:

Your own observations:

Any actions or advice given that you have decided to take:
(Parent */Police/Social Services/C.P.S.U./Local Authority/Other*)

Your name..... Signature.....