



Complaints Procedure

Genesis Martial Arts are committed to providing a high-quality service to all our students, and their parents and/or carers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and deal with inappropriate behaviour in a timely manner. If you have a complaint, please contact us at enquiries@genesis-ma.com with the details and we will address your concerns promptly.

What will happen next?

1. We will send you an email 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 passing your complaint to the Genesis Martial Arts Director who will review the complaint and speak to the subject complained about.
3. We will then invite you to discuss the matter and hopefully resolve your complaint. We will do this within 10 days of sending you the acknowledgement email.
4. Within three days of discussing the matter with you, we will email you to confirm what took place and any solutions we have agreed with you.
5. If you do not want to discuss the matter further, we will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement email.

