



Complaints Procedure

De Silva Taekwon-Do is committed to providing a high-quality service to all our students, and their parents/carers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us via the contact form on the De Silva Taekwon-Do website <https://www.desilvatkd.com/contact-us/> with the details. We have 28 days to consider your complaint.

What will happen next?

1. We will send you notification 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 informal fact finding in the first instance by one of our admin staff members.
3. We will then contact you to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement.

We will then write to you to confirm the discussion and propose a solution to the issue.

4. 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 28 days of sending you the acknowledgement.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for a senior instructor to review the issue and the proposed conclusion.
6. 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.

This policy will be reviewed every three years.

Reviewed: March 2021

Next review date: March 2024

De Silva Taekwon-Do