

Complaints Procedure

MC Kickboxing & Fitness UK and its member clubs are dedicated to delivering high-quality services to all participants, including children/young people, adults, parents, and carers. We value your feedback, especially when something doesn't meet your expectations, as it helps us enhance our standards.

If you have a complaint, please address it initially to the School Owner. Our complaints procedure also includes an escalation process to our Association as outlined below. We kindly request that formal complaints be submitted in writing to ensure accurate documentation and proper handling through our procedure. You can expect the followings steps:

1. **Acknowledgment:** Upon receiving your complaint, the school will send you a letter within three days, acknowledging its receipt and enclosing a copy of this procedure.
2. **Investigation:** Your complaint will be thoroughly investigated by the club at which they may ask the Association to support them.
3. **Meeting Invitation:** You will be invited to a meeting with the club within 14 days of receiving the acknowledgment letter to discuss and hopefully resolve your complaint.
4. **Written Notice:** Within three days of the meeting, you will receive written notice from the club confirming the proceedings and any agreed-upon solutions.
5. **Alternative Resolution:** If you prefer not to attend a meeting or it's not feasible, you'll receive a detailed written reply to your complaint, along with suggestions for resolution, within 21 days of the acknowledgment letter.
6. **Escalation:** If you remain unsatisfied with the outcome at this stage, you may escalate the matter to the Managing Director of : **MC Kickboxing & Fitness UK**

Mark Cowl

Email: mckickboxingfitness@yahoo.com

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Upon receiving your escalation, the Association will provide a final position on your complaint and explain the reasons behind our decision.