



North West Chinese Kickboxing Association

Complaints Procedure

NWCKB is fully committed to the continued improvement of the training and instruction it offers to its Members and Associates. Should you wish to make a complaint about any of its Instructors or any Association Member the procedure is outlined below:

- Any complaint you feel that you have should be discussed between you and your Club's senior instructor. If you feel that there are mitigating circumstances as to why this cannot be done then you can forward your complaint in writing to:

Christopher Boughey, Unit 3, Albany Road Trading Estate, Chorlton,
Manchester M21 1AZ

- Once you have made your complaint, you will receive written confirmation that your complaint has been received.
- Your Instructor or the Chief Instructor will then consider your complaint and the appropriate action they think is necessary will be carried out within 14 days. You have the right to attend any relevant meeting concerning your complaint should you wish to do so.
- You will be notified verbally and in writing of the outcome of your complaint and the decision that has been reached usually within 28 days of the complaint being received.