
CONQUEST MARTIAL ARTS COMPLAINTS POLICY

We take our responsibility to treat our members fairly and with respect very seriously. Accordingly, whilst it's always disappointing to hear of a complaint, we welcome the opportunity to resolve your concerns and improve the way in which we run our club.

Raising A Complaint

We're sorry you need to raise a concern with Conquest Martial Arts. Regardless of the nature of your concerns, we want you to know that it will be taken seriously and dealt with as a priority. We welcome complaints via email or phone on the below contact points;

Lead Instructor: David Parker

E-Mail info@conquestmartialarts.co.uk

Telephone Number: 07778343251

Please feel free to raise minor matters with your instructor before or after classes too; we're here to help.

How We Will Receive And Deal With Your Complaint

We will always acknowledge receipt of any complaint raised within 48 hours. From there, we will try and respond in full to your concern or complaint within 2 working weeks. We will respond to your complaint in writing or by telephone for ease of reference. All complaints are dealt with fairly and impartially with all the available evidence provided

Many thanks

David Parker

Director of Training