



# The British Council for Chinese Martial Arts

A Sports Council Recognized National Governing Body

## Complaints Procedure

THE BCCMA aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right, please let us know. In order to ensure our services, remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation. If you are not happy with THE BCCMA please tell us why you unhappy and what aspects of our service have fallen short. If you are unhappy with an individual in THE BCCMA sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then you may speak to the Coach Education Officer or Chairperson directly. Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

Making a written complaint: If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chairperson directly. (If your complaint is about the Chairperson, please write to the Secretary who will raise the issue at the next available meeting of the Executive.) All written complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with.

If this is not possible, an interim response will be made informing you of the action taken to date or being considered. The Executive will decide on any further steps to resolve the situation and the secretary will confirm their decision in writing to you at the earliest opportunity.