

Hyo Gen Do Complaints Procedure

Hyo Gen Do are committed to providing a high quality service to all our participants.

If something goes wrong we encourage you to tell us about it using this form.

Date of Complaint	
Club Location	
Instructor	
Name of Complainant	
Address	
Telephone	
Email	
Describe in detail and accurately the nature of your complaint	
Describe what actions can be taken to deal with your complaint	
Describe what measures can be taken to avoid a repeat of your complaint	
Signature of complainant	
Signature of HGD karate recipient	
Record of actions taken by HGD Karate	

We will acknowledge your complaint in writing and if necessary request a meeting to discuss your concerns.

Please do not use this form for Safeguarding concerns contact our Welfare Officer Eve Reddy at erhgdkarate@gmail.com