



SEI-BU-KAN KOKUSAI KYOKAI

Complaints Procedure

This procedure is for all instructors, students and parents/carers of students

Sei-Bu-Kan aspires to run an association which is supportive and fair to all students and helpers. However, if you feel that you have a problem you would like to raise, we would encourage you to do so. Feedback and constructive criticism is useful and welcomed.

We encourage you to raise issues informally as this is the quickest way of responding to and resolving concerns. If you wish to raise anything you can do so by speaking to any of the instructors before or after classes. You can also contact the Safeguarding Officer by phone at any time:

Kim Bezzant. 07799661622

You will be given verbal feedback for informal complaints

A formal concern can also be registered. To do this please email the Safeguarding Officer:

Kim Bezzant kim_bezzant@hotmail.com

If you raise a formal concern you will be given an email response as well as any other formal communications relating to your concern