



CLUB COMPLAINTS POLICY

Last Changed - 21/02/2025

At the Durham Medieval Combat Academy (DMCA) we aim to provide the best levels of professionalism at all times, but we do accept that from time to time we may get things wrong.

In such a scenario we always welcome feedback to help us improve, and guarantee that your complaint will be taken seriously in line with our complaints procedure.

1.)How To Make An Official Complaint

Whilst we're happy to deal with any issues verbally, if you wish to lodge an official complaint, please do so using any of the following methods;

BY E-MAIL (preferred)

Please e-mail info@durhammedievalcombatacademy.org with as much detail as possible concerning your complaint. We will endeavor to acknowledge your e-mail within 1 week and will then deal with your complaint as per our policy.

IN PERSON

Please discuss any complaints you might have with one of the instructors at the earliest opportunity. They will take down the information relating to your complaint, and then action it using our complaints procedure, detailed below.

How Your Complaint Will Be Dealt With

When you make a complaint, we aim to deal with it;

- In a timely fashion
- Accurately

- Openly and transparently

We agree to remain committed to resolving any issues you may have, and will continue to work to the complaints procedure to ensure there is a clear process for us to follow when doing so.

We will keep proper written records of any complaints, communication and conclusions and will endeavor to learn from any failings in our communication or training.

When we receive your complaint we will endeavor to respond within 7 days to acknowledge its receipt. Once received, we will investigate your complaint and speak to any persons involved, aiming to conclude and revert back to you within 14 days with our findings.

You will always have an opportunity to revert back to us on any conclusions or findings should you not find our answer satisfactory. We would ask that you do this within 30 days from receiving our report.

We always aim to leave our members satisfied, and will do all possible to resolve your issue in a timely and professional fashion. Furthermore, where we make mistakes, we will acknowledge those failings and learn from them for the future.

2.)If You Are Not Happy With Our Response

If you are not happy with our response, having allowed us 7 days from receipt of your complaint to acknowledge, and 14 days to conduct a thorough investigation into your complaint and officially respond, we welcome you the opportunity to escalate any dispute.

Where we do not provide a satisfactory response we would first ask that, where possible, you inform us of this in writing, or by e-mail so we may have a final opportunity to fix any issues, or rectify any mistakes.

If you are not satisfied and wish to escalate your complaint, you may report it to our governing body. Although they have no legal jurisdiction over our club or its operation, they do promote best practice and we are affiliated to them for our professional licensing and affiliations. The governing body cannot guarantee any arbitration service or conclusion, and will not be liable to rectify any failings, however they will be able to record any instances of complaints and will work to mediate between yourself and the DMCA.

To make a complaint to our association, please use the following details;

COMPLAINING TO OUR ASSOCIATION

Once the above outlined complaints procedure has been exhausted without the dispute reaching a reasonable conclusion, please **E-MAIL**; info@bmaba.org detailing your complaint in full, along with the instructors and our club name.

This complaints procedure was last modified on 21/02/2025 by Thomas Jones, instructor and Claire Greenwell, assistant instructor