



Complaints Procedure

Ippon Judo LONDON **Complaints Handling Policy**

Our complaints' policy

We are committed to providing a high-quality service to our clients, suppliers and stakeholders. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

- Minor complaints can be handled informally between the person making the complaint and the club officials.
- More serious complaints may require a mediator to help find a resolution.
- Ippon Judo LONDON coaches are qualified in accordance with the national governing body for judo, The British Judo Association (BJA).

Most issues can be addressed immediately and we recommend the coach or Ippon Judo LONDON staff member present should be approached. If the matter is either too complex to be agreed to the satisfaction of both parties, the next step is to submit a written complaint to the Head Coach or Club Secretary.

If you have a complaint, please contact us with the details. We have four weeks to consider your complaint.

What will happen next?

1. We will send you a confirmation acknowledgment email of your complaint within three days of receiving it.
2. We will investigate your complaint. This will involve discussing the details with you and trying to resolve it at the first point of contact.
3. If you are still not satisfied, you can request a different Ippon Judo LONDON coach or partner, unconnected with the matter, reviews the case. In some circumstances, and at the discretion of the Head Coach (Ippon Judo LONDON), a coach from a different club may be requested to review the details of the complaint.
4. If you are still not satisfied, you can contact the School or venue provider if appropriate, otherwise the BJA for relevant advice.



Contact Details:

Head Coach (Ippon Judo LONDON)

- Miss C. R. Potter:
headcoach@ipponjudolondon.com

Deputy Head Coach (Ippon Judo LONDON)

- Mr S. H. Potter:
info@ipponjudolondon.com

Welfare Officer

- Dr Sam Smith
clubwelfareofficer@ipponjudolondon.com

British Judo Association

- Contact:
<https://www.britishjudo.org.uk/the-british-judo-association/contact/>