

# Easy After-school Jiu-Jitsu

## Complaints and Appeals Procedure

Version 1.0 | Adopted May 2026 | Owners: David Lindsay (DSL) and James Wood (Deputy DSL)

### 1. Purpose

Easy After-school Jiu-Jitsu welcomes complaints. They tell us where we are getting it wrong, and they give us the chance to put it right and to improve. This procedure sets out, in plain terms, how to make a complaint, what we will do with it, how long each step takes, and how to appeal if you are not satisfied with our response.

Our commitment is simple: we treat every complaint seriously, deal with it openly, keep the complainant informed, and never penalise anyone for raising one in good faith.

### 2. Scope and what this procedure does NOT cover

This procedure covers complaints about Easy After-school Jiu-Jitsu — about our coaching, our communication, decisions we have made, the conduct of our coaches and volunteers (where that conduct does not amount to a safeguarding concern), our handling of bookings and payments, and our policies and how we apply them.

**It does NOT cover safeguarding concerns about a child. If you have a concern that a child has been or may be at risk of harm, please use our Safeguarding Incident Report Form and follow the Reporting Concerns Procedure. The two procedures are kept separate to make sure safeguarding concerns are routed correctly.**

It also does NOT cover matters that are outside our control — for example, the host school's building, fire arrangements, school staff, school policies, or anything else that is the responsibility of the school we are guests in. Where a complaint touches both Easy After-school Jiu-Jitsu and the host school, we will say which parts we can address and signpost you to the school for the rest.

### 3. Who can complain

Anyone affected by Easy After-school Jiu-Jitsu may use this procedure, including:

- Parents, carers and guardians of children who attend our sessions
- Children and young people themselves (with the support of a parent, carer or other trusted adult)
- Our coaches, instructors and volunteers
- Officials and competition staff
- Spectators and visitors
- Members of the public

- Staff at our host schools

## 4. How to make a complaint

You can raise a complaint in any of the following ways. We will accept it in whichever form is easiest for you, but we will ask you to put it in writing if it moves to Stage 2 (formal investigation), so we can investigate fairly.

- By email — to david@easjj.co.uk for complaints generally; or to james@easjj.co.uk if your complaint is about David Lindsay. If your complaint is about both partners, you may complain directly to the UKBJJA via ukbjja.org/contact.
- By phone — David Lindsay 07834 563020, or James Wood 07450 147183. We will make notes on what you say and read it back to you.
- In person — talk to the coach at one of our sessions. They will take a written note and pass it to David Lindsay or James Wood the same day.

## 5. The stages of our complaints process

Most complaints are resolved quickly and informally at Stage 1. Where they cannot be, we have two further stages — Stage 2 (a formal investigation by a partner) and Stage 3 (escalation to the UKBJJA under their own Complaints & Disciplinary Policy).

Stage	What happens	Who handles it	Target timing
<b>Acknowledgement</b>	We confirm receipt of the complaint in writing, summarise our understanding of the issue, and tell the complainant who is handling it.	Designated Safeguarding Lead (David Lindsay) or Deputy DSL (James Wood)	<b>Within 3 working days of receipt</b>
<b>Stage 1 — Informal resolution</b>	We invite the complainant to talk it through with the coach involved (or with the DSL/Deputy DSL if the complaint is about a coach). The aim is to put it right quickly and openly. Most complaints are resolved at this stage.	Coach for the relevant session, or DSL	<b>Within 10 working days of receipt</b>
<b>Stage 2 — Formal investigation</b>	If informal resolution does not satisfy the complainant, they put the complaint in writing using the Complaint Form (Appendix A) or by email to the partnership. We investigate, gather evidence, interview anyone relevant, and write a formal response setting out our findings and any action we will take.	Whichever partner is NOT the subject of (or close to) the complaint. If both partners are conflicted, the complainant is directed to complain to the UKBJJA directly (see Stage 3).	<b>Written response within 20 working days of formal complaint received</b>
<b>Stage 3 —</b>	If the complainant remains	UKBJJA	<b>Complaint to</b>

Stage	What happens	Who handles it	Target timing
<b>Escalation to UKBJJA</b>	dissatisfied with the Stage 2 outcome, they may escalate the matter to the UKBJJA by making a formal complaint under the UKBJJA's own Complaints & Disciplinary Policy. The UKBJJA's Complaints Officer will assess the complaint and may investigate, resolve it informally, or convene a formal Complaints Panel. The UKBJJA's policy also provides its own appeal route. Full details are available at <a href="http://ukbjja.org">ukbjja.org</a> .	Complaints Officer (and, where applicable, a UKBJJA Complaints Panel of three Board or Council members)	<b>UKBJJA should be made in writing as soon as practicable. Timescales are then governed by the UKBJJA's own Complaints &amp; Disciplinary Policy.</b>

*Working days are Monday to Friday excluding public holidays and school holidays. If a complaint comes in during a school holiday, we will acknowledge within 3 working days of the start of the next term, and we will tell you that.*

## 6. What we promise

- We will treat your complaint seriously, in confidence, and without any negative consequence to you or your child.
- We will keep you informed at every stage in writing.
- We will give you the name and contact details of the person handling your complaint.
- We will be honest about what we got wrong and what we will do differently.
- We will not investigate ourselves where that would not be objective. If both partners are too close to a complaint, we will direct the complainant to the UKBJJA's own Complaints & Disciplinary Policy so the matter is handled independently.

## 7. Special situations

### Complaints about a partner

A complaint about David Lindsay is handled at Stage 2 by James Wood. A complaint about James Wood is handled at Stage 2 by David Lindsay. A complaint about both partners cannot be investigated internally; the complainant is directed to make a formal complaint to the UKBJJA under their own Complaints & Disciplinary Policy (via [ukbjja.org/contact](http://ukbjja.org/contact)). The partnership will not investigate itself.

### Complaints touching safeguarding

If, at any point in handling your complaint, we believe a child may have been or may be at risk of harm, we will pause this process, switch to the Safeguarding Incident Report Form, and follow the Reporting Concerns Procedure. We will tell you that we have done this, while keeping the safeguarding investigation confidential to those who need to know.

### Anonymous complaints

We will accept and consider anonymous complaints. We will be unable to keep an anonymous complainant informed of our investigation, and our ability to investigate may be limited. We will record the complaint and any action we take in our complaints log.

### **Vexatious or repeated complaints**

Where a complaint has been through our internal process and, if applicable, the UKBJJA's own complaints procedure, or where complaints are being used as a means of harassment, the partnership reserves the right to inform the complainant in writing that no further response will be issued, and to notify the UKBJJA for record.

## **8. Records and confidentiality**

Complaints are recorded in a confidential complaints log accessible only to the partnership. The log captures the date, the nature of the complaint, the stage reached, the outcome and any change in our practice as a result. Complaint records are retained for seven years and are provided in full to UKBJJA, the LADO or any statutory investigation on request.

All correspondence and personal data are handled in line with the UK General Data Protection Regulation 2018 and our Data Protection arrangements set out in our sign up Terms and Conditions.

## **9. Review**

This procedure is reviewed by the partners of Easy After-school Jiu-Jitsu annually, and reissued immediately on any change to UKBJJA guidance or to our partnership structure. Next review due: May 2027.

## **10. Approval**

Signed on behalf of Easy After-school Jiu-Jitsu:



David Lindsay, Partner / Designated Safeguarding Lead    Date: 30/05/2026



James Wood, Partner / Deputy Designated Safeguarding Lead    Date: 07/06/2026

## Appendix A — Complaint Form

Please use this form to put a complaint in writing if it cannot be resolved at Stage 1. Email the completed form to david@easjj.co.uk (or james@easjj.co.uk if your complaint is about David). If your complaint is about both partners, submit it directly to the UKBJJA via ukbjja.org/contact.

### A1. Your details

<b>Complainant name</b>	
<b>Relationship to EAS JJ (parent / carer / coach / other)</b>	
<b>Email address</b>	
<b>Phone number</b>	
<b>Best way to contact you (email / phone)</b>	
<b>Child's name (if applicable)</b>	
<b>School (if applicable)</b>	
<b>Date of incident or decision</b>	
<b>Date complaint submitted</b>	

### A2. Nature of complaint

*Tick the option that best describes your complaint.*

Tick	Nature of complaint
<input type="checkbox"/>	Service quality (e.g. coaching, communication, scheduling)
<input type="checkbox"/>	Conduct of a coach or volunteer (NOT amounting to a safeguarding concern)
<input type="checkbox"/>	Conduct of a parent, carer or another participant
<input type="checkbox"/>	Booking, payment, refund or booking related issue
<input type="checkbox"/>	Photography or use of images
<input type="checkbox"/>	Data protection or privacy
<input type="checkbox"/>	Premises or facility issue (where outside the school's control)
<input type="checkbox"/>	Decision made by the partnership (e.g. exclusion, refusal of enrolment)
<input type="checkbox"/>	Other (please describe)
<input type="checkbox"/>	Safeguarding concern about a child — STOP: do not proceed with this form. Use the Safeguarding Incident Report Form and Reporting Concerns Procedure instead.

### A3. What happened?

Please describe what happened, including dates, times, locations, who was involved, and what was said or done. Use as much space as you need; attach extra pages if helpful.

What happened

### A4. What outcome are you looking for?

It helps us to know what you would like us to do. For example: an explanation, an apology, a refund, a change in practice, disciplinary action, etc.

Outcome sought

### A5. What happened at Stage 1 (if anything)?

If you have already raised this informally, please tell us who you spoke to, when, and why the response did not satisfy you.

Stage 1 outcome

### A6. Signature

I confirm that the information I have provided is accurate to the best of my knowledge. I understand Easy After-school Jiu-Jitsu will store and process this information in line with the UK General Data Protection Regulation 2018, will keep my complaint confidential to those who need to know, and will keep me informed of progress in writing.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_