



## KUK SOOL WON (UK SCHOOLS)



### Complaints Procedure

Kuk Sool Won (UK Schools) are committed to providing a high-quality service to all our participants, children/young people and adults; parents/carers. When something goes wrong, we need you to tell us about it, this will help us to improve our standards.

If you have a complaint, please contact us directly using the details below. We have 28 days to consider your complaint.

#### What will happen next?

1. We will contact you acknowledging receipt of your complaint within three days of receipt.
2. We will then investigate your complaint. When we investigate any concerns raised we look at the circumstances at the time of your concern and consider any documentation you may have received. We may need to contact you for further information.
3. Once we have investigated your complaint, we will either arrange a meeting with you or, alternatively, write to you directly advising the outcome of your complaint.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected to the matter to review the complaint.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If you have any questions or would like to make a complaint, you can do so by using the details below:

If it is appropriate to make a complaint to the school directly, contact:

- Name: Matt Scott
- Email: [kswerith@gmail.com](mailto:kswerith@gmail.com)
- Telephone: 07853957688
- Matt Scott is the school owner of Kuk Sool Won of Erith.

If it not appropriate to make a complaint directly to the school, please contact an external party:

- Name: Kris French
- Email: [kjn.kfrench@kuksoolwon.com](mailto:kjn.kfrench@kuksoolwon.com)
- Telephone: 07984494146
- Kris French is the Designated Safeguarding Lead within Kuk Sool Won UK Schools, the organisation which represents all Kuk Sool Won schools within the UK.