



## **Complaints Procedure**

ASMAA are fully committed to the continued improvement of the training and instruction it offers to all its Members and Associates. Should you wish to make a complaint about any ASMAA Executive, Club Heads, Instructors or Members, the procedure is outlined below:

1. Firstly try and resolve any issues with your Club Instructor
2. If this is not possible or you are not happy with the outcome then you should inform the Club Head.
3. If the issue is still unresolved or you are unsatisfied with the outcome you should inform the Head and Founder of ASMAA Mr Dave Turton.
4. All complaints should be made in writing and to sent to:

Mr Dave Turton 10<sup>th</sup> Dan  
18 Marshall Close  
Parkgate  
Rotherham  
South Yorkshire  
S62 6DB (United Kingdom)

You should include your Name, Address, Telephone number, Club you attend and your ASMAA membership number (if applicable) on all correspondence.

Once you have made your complaint, you will receive written confirmation that your complaint has been received.

ASMAA Head and Executives will consider your complaint and the appropriate action they feel is necessary will be carried out within 14 days. You have the right to attend any relevant meeting concerning your complaint should you wish to do so.

You will be notified verbally and in writing of the outcome and any decision that has been reached, usually within 28 days of the complaint being received.

ASMAA will ensure all complaints against its members, instructors or clubs are taken seriously and will be dealt with in accordance with this policy.