



Kenbu Dojo Complaints Policy



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Last updated 07/01/2025

1. Introduction

We take our responsibility to treat our members fairly and with respect very seriously. Accordingly, whilst it's always disappointing to hear of a complaint, we welcome the opportunity to resolve your concerns and improve the way in which we run our club.

Please be reassured that raising a concern will be treated with discretion and have no impact on treatment of the person raising the complaint.

2. Raising A Complaint

We're sorry you need to raise a concern with Kenbu Dojo. Regardless of the nature of your concerns, we want you to know that it will be taken seriously and dealt with as a priority. We welcome complaints via email on the below contact points.

Kenbu Head Instructor: Sinéad Byrne
Email: kenbudojo@gmail.com
Phone: 07526766540

BWS Head Instructor: Marc Moor
Email: budowarriorschools@gmail.com
Phone: 07776202011

Assistant Instructor: Chantal Sunter
Email: feedback.kenbudojo@gmail.com

Assistant Instructor: Ben Pells
Email: feedback.kenbudojo@gmail.com

First contact for all complaints should be sent directly to a Head Instructor. We have included two senior instructors, should you feel, it would be a more appropriate route for your complaint.

Please feel free to raise minor matters with your instructor before or after classes too; we're here to help and sometimes issues can be resolved with a quick chat in person.

All members are expected to communicate with club instructors in a respectful and professional manner, fostering a positive and supportive environment for all participants. Please make sure all communication with our instructors is respectful and friendly, helping to keep the atmosphere positive for everyone involved. Abusive or disrespectful communication will not be tolerated.



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3. How We Will Receive And Deal With Your Complaint

We will always acknowledge receipt of any complaint raised within 48 hours. (This can be longer during holiday periods as our emails are not always monitored) From there we will try and respond in full to your concern or complaint within 2 working weeks. We will respond to your complaint in writing by email for ease of reference.

4. If We Can't Satisfy Your Concerns

We hope we can resolve matters amicably with you and will gladly work through any issues you are encountering until satisfactorily resolved. If for any reason you are not confident with our final outcome or you feel that your concern is so serious you do not feel it can be raised with us, you may contact our association below.

The British Martial Arts & Boxing Association (BMABA) on the below details;

Web:	https://bmaba.org.uk
Email:	safeguarding@bmaba.org.uk
Phone:	01798 306 546
In writing:	BMABA, Kemp House, 160 City Road, London, EC1V 2NX

Please note that the BMABA is our association, however they do not own or have any ultimate authority over our club 'Kenbu Dojo'. They will, however, act as a body for arbitration and will field any safeguarding concerns in confidence that cannot be resolved at club level.