



Complaints Form

Kickstart Martial Arts and Yoga is dedicated to delivering high-quality services tailored to the needs of our participants. We welcome feedback and complaints as valuable opportunities to improve our services.

All complaints are handled fairly, promptly, and respectfully, in accordance with our Complaints policy.

Kickstart Martial Arts and Yoga is committed to ensuring a safe, respectful, and supportive environment. We take our legal and ethical responsibilities seriously, including mandatory reporting where required.

Please complete the form below. Leaving your contact details is optional, however, please note that we cannot inform you of any outcomes or updates if you choose to stay anonymous.

Complaints may be submitted in writing, online or verbally (to be transcribed). They must be acknowledged within five business days.

Fields to complete:

Names of persons or child/children involved (if relevant):

Description of complaint or concern (what happened, how, who was involved?)

What outcome would you like? (e.g. apology, change, action, investigation)

Is there anything else you would like to share?

Declaration:

I confirm that the information above is true and accurate to the best of my knowledge.

I understand that this complaint may be used for internal review and, where required, shared with relevant authorities in accordance with child safety and legal obligations.

Your Name

Date:

Signature:

Office Use Only:

Date received:

Reviewed by:

Action taken: