

The purpose and scope of this policy statement

Enso Martial Arts are committed to providing a high-quality service to all of our customers (students, parents, schools and community venues). When something goes wrong, we need to know about it and deal with it promptly and efficiently to help us check the quality of our service, improve our standards and maintain our reputation.

Stage 1

- If you have a complaint please contact Nicky Woodward, Operations Manager or Lee Woodward, Senior Instructor in the first instance. We are happy to deal with your complaint in person, by phone or by email, as you prefer.
- Most concerns and complaints should be resolved amicably and informally at this stage.

Stage 2

- If the matter cannot be resolved after a conversation or initial correspondence, an email will be sent to the customer acknowledging the complaint and enclosing a complaint form. The complaint can be escalated by completing this form and sending it to the Operations Manager.
- Upon receipt of this form from the customer, the complaint will then be investigated. This will normally involve speaking to all relevant parties.
- A detailed written reply to the complaint will then be sent to the customer via email, including suggestions for resolving the matter, within 28 days of receiving the complaint form.
- If the customer remains dissatisfied at this, the Operations Manager will arrange for a review of the decision and work with them to identify their continuing concerns.

Stage 3

- If the person making the complaint remains dissatisfied, it is suggested that they contact one of the external, professional bodies listed for advice.

Contact Details**Citizens Advice**

Consumer Helpline: 0808 223 1133
www.citizensadvice.org.uk

Lancashire Safeguarding Children Board

www.lancshiresafeguarding.org.uk
Concerns about a child should be reported on 0300 123 6720 or out of hours 0300 123 6722 (8pm – 8am)

NSPCC

Helpline: 0808 800 5000
www.nspcc.org.uk

Operations Manager / Company Director

Nicky Woodward
nicky@ensomartialarts.co.uk
0800 688 9963

Senior Instructor / Company Director

Lee Woodward
lee@ensomartialarts.co.uk
0800 688 9963

We are committed to reviewing our policy regularly.
This policy was last reviewed on: **10/01/2026**

Signed: 

Signed: 

All ENSO policy documents can be found on our website, here:
[*https://ensomartialarts.co.uk/company-policy-documents/*](https://ensomartialarts.co.uk/company-policy-documents/)

- Anti-Bullying Policy
- Code of Conduct
- Complaints Handling Policy
- Confidentiality Policy
- Data Protection Policy
- Digital Safeguarding Policy
- Disciplinary and Grievance Policy
- Equal Opportunities and Diversity Policy
- Health and Safety Policy
- Photography Policy
- Quality Assurance Policy
- Right to Work Checklist
- Risk Assessment
- Safeguarding and Child Protection Policy
- Security Policy