



The Jitsu Foundation Limited

## Complaints Procedure

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Complaints must be made in writing stating clearly the reason and person(s) involved. It is anticipated that complaints will be dealt with within 30 days.

Every effort should be made to resolve any complaints or issues at the lowest possible level.

In the first instance complaints should be addressed to the individual's club coach (instructor) unless this would be inappropriate then the regional lead should handle it.

A decision can be appealed to the Tertiary Board. A Tertiary Fellow not involved in dealing with the original complaint will then review it.

The Tertiary Board's decision is final.