



ACS MAGFA  
35 Charles St  
Luton  
Beds  
LU2 0EB  
tel: 01582 736997  
mob: 07711 369128



## ACS MAGFA Complaints Procedure

### ACS MAGFA / ACS DESIGN & LEISURE Complaints Handling Policy

We are committed to providing a high-quality service to all our students/clients. When something goes wrong, we need you to tell us about it. This will help us improve our standards.

If you have a complaint, please contact us with the details of your complaint as follows:

By phone: 01582 736997 | Mob: 07711 369128

By letter:  
ACS MAGFA  
35 Charles St  
Luton  
Beds, LU2 0EB

By email: [enquiry@as-magfa.co.uk](mailto:enquiry@as-magfa.co.uk)

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Alternatively if the complaint is about the lead coach then you can contact the club secretary:

Mob: 07956 147529

By letter:  
Kiran Sharma  
118 Swifts Green Rd  
Luton  
Beds, LU2 8BP

By email: [kiran@acs-martialarts.co.uk](mailto:kiran@acs-martialarts.co.uk)

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Although we will deal with your complaint as soon as we can, you must allow us up to 4 weeks to consider your complaint.

## What will happen

1. We will send you a letter/email acknowledging receipt of your complaint within three days of receiving it.
2. We will then investigate your complaint.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint.
4. Within three days of the meeting, we will write to you to confirm what took place and any solutions that we have agreed with you.
5. If you do not want a meeting or it is not possible, will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for our club secretary to review our decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact:

For matters relating to acs martial arts

Meanstreets Association  
Admin: Jennifer Mills  
Enquiries: [enquiries@msda.org.uk](mailto:enquiries@msda.org.uk)  
Telephone: 07545 771 590

For matters relating to acs boxercise

Boxercise  
Millstone House  
Main Street  
Mowsley  
Leics  
LE17 6NT  
Tel: 0116 2404906  
(instructor member ID: BROWN 16375)

Please note: This complaints procedure is only applicable for services run by ACS MAGFA.

3<sup>rd</sup> party instructors and coaches hiring ACS MAGFA facilities but not offering ACS owned services will have their own procedures and any complaints arriving from their services must be directed to the individual coach or instructor concerned.