



Miss Stacey Weatherer
Freeflow Taekwon-Do
07966706791
weatherers@aol.com

Complaints Procedure

Dear student, parent, guardian.

We hope that your time with Freeflow TaekwonDo will be enjoyable and issue free. However we are aware that, unfortunately, life is not perfect and we value your feedback in improving our school.

Should you have any issues throughout your journey please do raise them with Miss Stacey Weatherer or Mr John Weatherer. You can do this in person at any Freeflow TaekwonDo class or event, using the telephone number above, or in writing using the email above. In the case of written complaints we aim to provide an initial response within 24 hours of receipt to begin the process of resolving any issues.

All complaints are unique. At Freeflow TaekwonDo our preference would be to settle any complaints early and face to face before they become serious issues. Resolutions should be arrived at collaboratively to best suit all interested parties, however the interests of Freeflow TaekwonDo as a whole will be given priority.

Behind Freeflow TaekwonDo there is also the wider support of P.U.M.A. including our regional senior grade (Mr D Lammin), the Disciplinary Panel (led by Mr R Tettmar) and Master Gayle as Chairman of P.U.M.A.

Freeflow TaekwonDo reserve the right to involve P.U.M.A. or other bodies where necessary to resolve complaints (ensuring student confidentiality where possible). You are within your rights to contact P.U.M.A. directly with concerns or if you wish to remain anonymous, but we would request that you first contact Mr Lammin who will be able to support you through the PUMA complaints process.

Kind regards,

S. Weatherer

Miss S. Weatherer