



SXMMA Complaints Policy

Last Reviewed: 20/12/2024

Next Review Due: 20/12/2025

Introduction

At SXMMA, we are committed to listening, understanding, and learning from feedback to continually improve our services and ensure the best experience for our members and community.

This complaints policy outlines the process for raising concerns, how they will be addressed, and the steps available for resolution and escalation.

How to Raise a Complaint

1. In Person:

Speak with Alan Packman (Head Coach & CEO) or a member of staff during training sessions to raise your concerns.

2. By Email:

Send an email to info@sxmma.com detailing your complaint. We will acknowledge receipt within 5 working days.

3. In Writing:

Send your complaint to:

SX MMA CIC

Brentwood Centre

Doddinghurst Road

Brentwood, Essex

CM15 9NN

We aim to provide an initial response to all complaints within 2 weeks.

If You Are Not Satisfied

1. Arrange a Meeting:

If you are unhappy with the response, you can request a meeting with the Head Coach or a designated staff member to discuss your concerns further.

2. Appeal:

If you remain dissatisfied, you may appeal the decision by submitting a written appeal within 4 weeks of the initial response.

We will review the appeal and provide a formal response within 4 weeks.

3. Escalation to Governing Body:

If the matter remains unresolved, you can escalate your complaint to our governing body:

British Martial Arts & Boxing Association (BMABA)

Email: info@bmaba.org

While BMABA cannot enforce resolutions, they will mediate and promote best practices where possible.

Our Commitment

SXMMA is committed to:

Providing a safe and supportive environment for feedback.

Investigating complaints thoroughly and fairly.

Learning from feedback to enhance our services and ensure member satisfaction.

This complaints procedure was last reviewed on 20/12/2024 and will be reviewed again on 20/12/2025.

Signed by:

Alan Packman

Head Coach & CEO, SXMMA