

Evolutionary Martial Arts

Concerns and Complaints Policy

Our Commitment

At Evolutionary Martial Arts (EMA), we are committed to providing a safe, inclusive, and empowering environment for all members. We aim to ensure that training is a positive experience for everyone. We recognise that concerns may arise, and we encourage open communication to resolve them. If a matter cannot be resolved informally, we are committed to a fair, transparent, and timely process for addressing formal complaints.

1. Informal Resolution

Most concerns arise from misunderstandings or minor differences in perspective and can often be resolved quickly and informally.

- If a member has a concern, they are encouraged to speak directly to the person involved if it is appropriate and safe to do so.
- If the matter involves an instructor, or if the practitioner does not feel comfortable addressing the individual directly, they should approach Sifu Josh Nixon to discuss the issue informally.
- The aim at this stage is to reach an amicable resolution that maintains the spirit of mutual respect and the Principles of our practice.

2. Anti-Bullying Statement

EMA has a zero-tolerance policy regarding bullying of any kind.

- Bullying is defined as any behaviour that is intentionally hurtful, repeated, or involves an imbalance of power, whether physical, verbal, or digital.
- Practitioners who feel they are being bullied, or who witness bullying, are encouraged to report this immediately.
- Reports of bullying will be treated with the utmost seriousness and will be handled through the formal complaint process as appropriate.

3. Whistleblowing

We encourage a culture of transparency and accountability.

- Whistleblowing is the process by which a member can raise a concern about wrongdoing, malpractice, or a risk to safety within the club, without fear of victimisation.
- Concerns regarding unethical behaviour, unlawful acts, or significant breaches of the EMA Code of Conduct can be reported confidentially.
- EMA guarantees that any individual who raises a concern in good faith will be protected from retaliation.

4. Formal Complaint Procedure

If a concern is serious, or if informal resolution is unsuccessful or inappropriate, the matter may be escalated to a formal complaint.



- **Submission:** A formal complaint must be submitted in writing to Sifu Josh Nixon.
- **Acknowledgement:** We will acknowledge receipt of the written complaint within five working days.
- **Investigation:** A fair and impartial investigation will be conducted. This may involve speaking with all parties involved and reviewing any relevant records.
- **Resolution:** We will provide a written response outlining the findings and any actions taken within 14 working days, or inform the complainant if further time is required for a thorough investigation.

5. Principles of the Process

- **Confidentiality:** All complaints will be treated with the utmost confidentiality. Information will only be shared with those directly involved in the investigation or resolution process.
- **Fairness:** Every complaint will be investigated fairly, without bias, and with respect for all parties involved.
- **Non-Retaliation:** No practitioner will be penalised or treated unfairly for raising a genuine concern or complaint in good faith.
- **Record Keeping:** A record of formal complaints and their outcomes will be maintained securely in accordance with our Data Protection Policy.

6. Safeguarding

If a concern relates to the safety or welfare of a child or a vulnerable adult, this policy is superseded by the EMA Safeguarding Policy. Such concerns will be reported immediately to the relevant authorities as required by law and professional standards.

7. Revision and Review:

Our policies are subject to continual regular revision and review. If there is an error or omission in this policy, or you have a suggestion to make regarding it or any other aspect of our policies and procedures, please do not hesitate to contact any member of our team and we will look into it as a matter of priority.