

Complaints Procedure

Kombatkids.com are committed to providing a high-quality service to all our participants, children/young people and adults; parents/carers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have 28 days to consider your complaint.

What will happen next?

1. We will send you an acknowledgment email of your complaint within three days of receiving it.
2. We will then investigate your complaint. This will involve discussing with all parties involved.
3. We will respond within 3 days following this investigation. Should an extension in time needed to investigate further we will inform you at this point.
4. Following our email response, if further discussion is required, a meeting can also be arranged within 14 days following receipt of the acknowledgement email.
5. Within three days of the meeting, we will write to you to confirm what took place and any solutions s/he has agreed with you.
6. At this stage, hopefully the complaint will be resolved, and all parties satisfied with a clear outcome.