



SHOTO RYU KARATE KAI COMPLAINTS POLICY

This is the policy that we will follow if your complaint is about the service provided by Shoto Ryu Karate Kai. This could be related to buildings and facilities, written information, payments, or anything related to the service we provide.

This is also the policy that we will follow if your complaint is about someone's conduct or behaviour. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive, or intimidating. It could be because someone has broken important rules or policies.

Values and principles

You have the right to complain, we take complaints seriously. You should not be harassed, bullied, or put at a disadvantage because of making a complaint.

Equality: you should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation, or political persuasion.

Fairness: we believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.

Safety and welfare take priority: we will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.

Confidentiality: we treat complaints as confidentially as possible.

Sometimes we must discuss complaints with other organisations. If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the right authorities. If necessary, we will get advice from other organisations such as the Police, Social Services, LADO, or NSPCC

How to make a complaint?

If you have a complaint, it is often best to start by having a conversation with someone at the club. There are some suggestions below about who to speak to. They may be able to help to resolve your problem.

You could also make a written complaint or send further information by emailing us at:

help@shotoryukarate.co.uk

We accept anonymous complaints, but it is often very difficult to investigate these properly. It is easier for us to handle your complaint if you provide as much detail as possible.

Who to contact to make a complaint?

You can direct your complaint to any of the following.

- **Instructor:** any of the instructors can also tell you how to make a complaint
- **Child Protection Officer (Owen Luscombe):** if you are a child or a vulnerable adult, or if you are worried about the safety or welfare of a child or vulnerable adult
- Anyone else, that you trust, involved at the club or place where you train
- Social Services, Your Local Area
- Police
- NSPCC Child Protection help line on 0808 800 5000
- Child line on 0800 1111



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What will we do to investigate?

We will give an initial response to your complaint within five working days. If the matter is urgent, we will respond more quickly.

We will investigate your complaint fairly. This means that we will discuss the complaint with all the relevant people. We will try to gather any information that may be relevant to handling your complaint.

Sometimes we will ask to show copies of information from the investigation to other people to allow them to respond. This is because we believe in fairness and openness. We will not share information if we think that this will endanger someone's safety or welfare.

How will I know what is happening?

You will be given the details of a person who will be your point of contact at the club. That person will make sure that you understand the process and will help to answer any questions or concerns that you have.

You will be given an update on the progress of your complaint at least every two weeks. If there are delays in handling your complaint for any reason, we will keep you informed. If your complaint leads to formal disciplinary action against someone, we will usually inform you about the outcome. We will not tell you the outcome if that person is a child, or if we believe that telling you would create a risk to other people. In this situation, we will still try to tell you about how you are affected by the action that we have taken.

What are the possible outcomes or results of my complaint?

In many cases, we can resolve problems informally. This might include:

- A change in arrangements for activities
- An explanation or apology
- An agreement to communicate or act differently in future
- If an informal resolution is not suitable, then a committee or the association officers will look at the information about the case. We will try to make sure that this committee does not contain anyone directly involved with your complaint. They might decide to take the following action:
 - Formal disciplinary action as outlined in the constitution
 - Changes in formal contracts or arrangements put in place by the club
 - A decision to refer the case to another organisation such as the LADO, Police, or Social Services.
 - Closure of your complaint without action

Sometimes it can be useful to speak directly to someone outside the club if:

- You don't want to discuss the issue with someone at the club
- Your complaint is very serious
- Your complaint involves other organisations or persons
- You need specialist advice