

English Karate Federation Complaints Policy



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<ul style="list-style-type: none"> Does this document meet the requirements under the Equality Act 2010 in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation? Yes 	
Document for Public Display: Yes	

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1. Introduction

1.1. The EKF Disciplinary Board aims to provide the highest standards of service and to get things right. The complaints that we receive help us to better understand how we are doing, lessons we can learn and the improvements we can make. We are committed to listening to the Members, acknowledging concerns and putting things right where appropriate. The purpose of this Complaints Policy is to outline how to make a complaint.

2. Who we are

- 2.1. The EKF Disciplinary Board (Disciplinary and Legal Commission (DLC) Disciplinary Officer, and Competition Disciplinary Panel) is an independent body that carries out assessments on Members complaints to determine whether there is a need to investigate the complaint and based on the assessment escalate this to a full investigation.
- 2.2. The EKF Disciplinary Board is also required to advise the EKF Directors Board on the outcome of these investigations and whether they should progress to full assessment based on the facts and should they need to be addressed. Our decisions are made by Disciplinary Board members who must make an objective, fair and lawful assessment of the evidence in each individual case.
- 2.3. The Disciplinary Board has a 'Secretariat' to support the decision-making of its members. The Secretariat is made up of individuals who have different areas of responsibility.
- 2.4. Disciplinary Board Members and volunteers are required to adhere to the highest standards of conduct. The code of conduct outlines the purpose, powers and duties of the Disciplinary Board, and the standards required from Disciplinary Board Members. There are separate Codes of Conduct for EKF Members. The Complaints Procedure provides the framework to resolve any departure from these standards and will be followed when there are any allegations of a breach of the Code of Conduct.

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2.5. If you cannot access these documents, you can request a copy from us.

3. Members Code of Conduct

(https://www.englishkaratefederation.com/download_file/73/294)

4. What does the complaints policy cover?

4.1. Complaints

4.1.1. We consider a complaint to be a formal expression of dissatisfaction about any aspect of our service by a person who has been directly involved in the service complained of. We take complaints seriously. We will respond to complaints effectively and deal with them sensitively, fairly and thoroughly. We will not treat any complainant less favourably on the basis of their gender, sexual orientation, race or ethnicity, disability or religion or belief or as a consequence of having made a complaint. All complaints will be treated in the strictest confidence. We have a designated Complaints Officer who will respond to you.

4.2. What Can I Complain About?

4.2.1. You can complain about misconduct. Our Directors and members have Codes of Conduct. Please read them if you are thinking of making a complaint about personal misconduct. Some examples of the type of things we can investigate are shown below:

- The use of racist, sexist or offensive language
- Failure to declare a potential conflict of interest
- Bullying or rudeness
- Unprofessional conduct

4.2.2. You can complain about poor service, which may include concerns about delay, discourtesy or a failure to follow proper procedures.

4.2.3. There are some things we cannot deal with under complaints procedure:

- Where a complaint is made anonymously
- You make it via an unofficial or unsupported channel

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- Your complaint pertains to safeguarding matters. All safeguarding issues should be subject to an incident form and will be managed in accordance with the EKF’s Safeguarding policies. A safeguarding case review will undertake the investigation into issues of this nature.
- If you wish to disagree with the content of one of our published policies
- If you wish to disagree with a decision that was reached properly and in accordance with EKF policy and procedure
- Vexatious complaints

4.2.4. Whilst we are unable to deal with the sorts of complaints mentioned in the above list, the EKF are committed to continuous improvement and welcome constructive feedback and comments about our services that we offer. If you have feedback or comments that you wish us to consider we would encourage you to send it directly to the relevant Director or e-mail:

admin@englishkaratefederationboard.com

4.2.5. We will acknowledge your email but typically, due to resource limitations, will not provide formal responses and updates.

5. Vexatious and unreasonable complaints

5.1. Unreasonable complaints are complaints that, because of the nature of the contact or frequency with which the complaint is pursued, hinder our ability to properly consider the matters at hand or place unwarranted demands on staff time. Unreasonable complaints may be justified grievances pursued in inappropriate ways, or they may be complaints which appear to have no substance, or which have already been fully investigated or responded to. If we deem a complaint unreasonable, we will take action that is proportionate to the nature and frequency of the complainant’s contact with the EKF.

5.2. Once a complainant has been designated, as ‘unreasonable or persistent’, there needs to be a mechanism for withdrawing this status at a later date, if, for example, the complainant subsequently demonstrates a more reasonable approach, or if they submit a further complaint for which normal complaints procedures would appear appropriate. The EKF will use discretion in recommending ‘vexatious or persistent’ status at the outset, and discretion should similarly be used in recommending that this status be withdrawn when appropriate. Where this appears to be the case, discussion will be held with the EKF Directors and Complaints

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Officer. Subject to approval, normal contact with the complainant and application of the EKF complaints procedures will then be resumed.

6. Complaints about Partners, Sponsors and Suppliers

- 6.1. The EKF recognises complaints regarding Partners, Sponsors and Suppliers and any organisation contracted to work for the EKF, and will seek to resolve such complaints where they relate to the EKF's activities and services. These complaints are useful to guide learning in future service delivery and contractual arrangements, and feedback on performance is given to Partners, Sponsors and Suppliers, on a regular basis. The EKF will forward complaints received in respect of other organisations or appropriate bodies.

7. When Should I Make My Complaint?

- 7.1. A complaint should be made as soon as possible when the issues are still fresh in everyone's minds; the later the complaint is made, the more difficult it will be to investigate. Formal complaints must be made within 1 month of the event.

8. How to make a Complaint

- 8.1. If you wish to make a formal complaint, please use the complaints form if at all possible. If you are unable to use the form we have provided, please ensure that your letter or email is headed "Complaint" and is addressed to The Complaints Officer, Disciplinary Board for English Karate Federation, Suite G04,1 Quality Court, Chancery Lane, London, WC2A 1HR.

9. Complaints Form

(.docx).

MS Word Document, 250KB

- 9.1. Please submit your completed complaint form to the Complaints Officer on admin@englishkaratefederationboard.com

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10. What Should I Say in My Complaint

This will depend on the nature of your complaint. It will be helpful if you can summarise your complaint on the form provided and give specific details of the issues you are raising. Please let us know if there is anyone who can provide further relevant evidence relating to your complaint. If you are complaining about a breach of our Codes of Conduct, please try to tell us which parts of the Code you think have been breached. Let us know if you have any particular communication needs, for example if you have a disability which impacts on your ability to communicate or if you require assistance with reading and/or writing.

11. The Complaints Process

There are three stages to the Disciplinary Board's complaint process:

11.1. Stage 1

11.1.1. The complaint will be registered by the Complaints Officer and an acknowledgement sent back to you or your representative within 15 working days of receipt of the complaint by the Disciplinary Board.

11.1.2. A full response to the complaint will be provided by the Disciplinary Board within 25 working days of receipt of the complaint. We are committed to trying to resolve complaints as quickly as possible, therefore, in straightforward complaints it may be possible for the Complaints Officer to respond within a few days.

11.2. Stage 2

11.2.1. Complaints that are complex or require information to be obtained from third parties will be referred to the Disciplinary Board for consideration. In these types of complaints we will need to share the details of your complaint with the person or people who you have complained about, so that we can take account of the views of everyone involved. If we also need more information from you, we will

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let you know.

11.2.3. If it is not possible to conclude the full investigation within 25 working days we will contact you to explain why there is a delay and to give you a revised estimate of how long it will take us to respond in full. In our final reply we will let you know what we have found and explain how and why we came to our conclusions. The final reply will:

11.3. Summarise your complaint

- Address the points you have raised
- Say what the outcome is including whether your complaint is upheld, not upheld or partly upheld
- If appropriate, explain what measures are being taken in response to your complaint
- Give you details about how you can take the matter further if you are not happy with the outcome or the way in which the complaint has been handled.

11.4. Stage 3

11.4.1. If you are not happy with the response you have received at stage 1 or 2 of the complaints process you can write to the Secretary and ask for a review. This will be sent to an independent, Non-Executive Member of the Disciplinary Board's Management Committee.

11.4.2. Complaints to the Complaints Reviewer will be responded to within 25 working days of receipt by the Complaints Reviewer.

12. Equalities Statement

12.11. The EKF aims to handle all complaints honestly and respectfully regardless of who makes a complaint. The EKF treats all members of the community equitably and will not show bias to any individual or group.

13. Supporting individuals named in complaints

13.1. It is important to recognise that complaint investigations can have a significant impact on the person involved. The individual being complained about and people

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involved in the complaints process must be given support, which may include:

- Support from their respective line manager and/or Directors
- The opportunity to access professional advice and guidance

13.2. They should also be provided with information about the stages of the complaint investigation and how they will be expected to contribute to the process.

13.3. The EKF is clear that the complaints investigation itself is separate to any other legal and/or disciplinary procedures. The EKF will advocate justifiable accountability when required but will operate a zero-tolerance approach to inappropriate blame and those involved must not be unfairly exposed to punitive disciplinary action.

14. Logging and learning from complaints

14.1. We keep a log of all complaints including the source of complaints. We analyse our complaints and prepare and publish thematic complaints report every 12 months which is considered by our Compliance Management Team in order to identify ways in which our service can be improved.

15. Data Protection and Confidentiality

15.1. The EKF are committed to keeping your information safe and will therefore deal with all complaints in a private and confidential manner. All complaints will be securely stored and will be deleted after 3 years of resolution.

15.2. All complaints are treated with confidentiality in mind. Only the EKF Complaints Officer, Directors and staff responsible for resolving specific complaints in each service area will be aware that a complaint has been received and is being dealt with. We will respect anonymity, with respect to complainants where possible.

15.3. The EKF's Data Protection Policy will be adhered to when handling all complaints.

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16. Distribution and Communication Plan	
Dissemination lead:	EKF Company Secretary
Previous document already being used?	No
If yes, in what format and where?	N.A
Proposed action to retrieve out-of-date copies of the document:	N.A
To be disseminated to:	EKF Directors, Safeguarding Team, Coaches and all other relevant personnel. Heads of Association to receive Code along with Association Child Protection Officers with advice to disseminate within own organisations.
Proposed actions to communicate the document contents	Website upload and social media launch. At next squad session, parents and junior athletes will be made aware that the new policy is live and how to access.

17. Training
Is training required to be given due to the introduction of this procedural document? No
If 'Yes', training is shown below:
N.A

18. Amendment history and version control				
Version No.	Date of Issue	Page/Selection Changed	Description of Change	Review Date
1.0	January 2025	New document	N.A	January 2026

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Appendix A: Values and Behaviours Framework


To help create a great place to work, volunteer and a great place to undertake karate, it is essential that EKF policies and procedures support our values and behaviours. This document, when used effectively, can help promote a culture that is truly respectful and inclusive, where we are compassionate towards each other, and with our ambitious drive we truly support an open, honest and transparent culture.

Organisational values drive the way we influence, how we interact with each other, and how we work together to achieve results. Organisational values are not descriptions of the work we do or the strategies we employ to accomplish our mission, they are the unseen drivers of our behaviour, based on our deeply held beliefs that drive decision-making.

They underpin everything we do and the EKF expects our Members to continue to reflect these values in the way they work – within their Associations, across the Federation and within our communities.

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Appendix B: Equality & Diversity Impact Assessment Tool

	 <p>ENGLISH KARATE FEDERATION</p>
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Equality Impact Assessment Form

Department/Function	Compliance
What is being assessed?	Complaints Policy
Date of assessment	January 2025

1) What is the impact on the following protected characteristics/groups?

Positive:	Negative:	Neutral:
<ul style="list-style-type: none"> ➤ Advance Equality of opportunity ➤ Foster good relations between different groups ➤ Address explicit needs of Equality target groups 	<ul style="list-style-type: none"> ➤ Unlawful discrimination / harassment / victimisation ➤ Failure to address explicit needs of Equality target groups 	<ul style="list-style-type: none"> ➤ It is quite acceptable for the assessment to come out as Neutral Impact. ➤ Be sure you can justify this decision with clear reasons and evidence if you are challenged
Equality Groups	Impact (Positive / Negative / Neutral)	Comments
Race (All ethnic groups)	Neutral	<ul style="list-style-type: none"> ➤ Provide brief description of the positive / negative impact identified benefits to the equality group. ➤ Is any impact identified intended or legal? <p>Policy has been developed to ensure that everybody is treated equally and according to policy regardless of protected characteristics. Reasonable adjustments to the process will be made wherever required.</p>
Disability (Including physical and mental impairments)	Neutral	
Sex	Neutral	

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Gender reassignment	Neutral	
Religion or Belief	Neutral	
Sexual orientation	Neutral	
Age	Neutral	
Marriage and Civil Partnership	Neutral	
Pregnancy and maternity	Neutral	
Other (e.g. carers, veterans, people from a low socioeconomic background, people with diverse gender identities, human rights)	Neutral	

2) In what ways does any impact identified contribute to or hinder promoting equality and diversity across the EKF?	

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- 3) If your assessment identifies a negative impact on Equality Groups you must develop an action plan **to avoid discrimination and ensure opportunities for promoting equality diversity and inclusion are maximised.**
- This should include where it has been identified that further work will be undertaken to further explore the impact on equality groups
 - This should be reviewed annually.

Action Plan Summary

Action	Lead	Timescale
N.A	N.A	N.A

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