

FUDDOSHIN

K1 KICKBOXING

Complaints
& Appeals
Policy

Fudoshin K1 Kickboxing

Complaints and Appeals Policy

Policy Status: Approved Club Policy

Applies To: All members, parents/carers, instructors, volunteers, officials and visitors

Review Period: Annually

Policy Owner: Club Committee / Club Management

1. Purpose

Fudoshin K1 Kickboxing is committed to providing a safe, inclusive, respectful and positive environment in which all members can participate in training and activities.

The club recognises that, from time to time, a member, parent/carer, instructor, volunteer or other person may have a concern or complaint about the club, its activities, decisions, conduct or the actions of an individual representing the club.

This policy provides a fair, consistent and transparent process for raising, investigating and resolving complaints and for appealing certain decisions.

The club will seek to resolve concerns promptly, fairly and respectfully wherever possible.

2. Scope

This policy applies to complaints or concerns relating to:

- Training sessions or club activities.
- The conduct of instructors, volunteers or club officials.
- The treatment of members, parents/carers or visitors.
- Club decisions or procedures.
- Alleged unfair, discriminatory or inappropriate treatment.
- Communication or administration.
- Grading, assessment or progression decisions where an appeal is permitted.
- Club membership or participation decisions.
- Breaches of club policies, rules or the Code of Conduct.

This policy does not replace the club's safeguarding procedures. Any concern relating to abuse, neglect, exploitation, serious harm or the immediate safety of a child or vulnerable person must be dealt with under the club's Safeguarding Policy and reported to the appropriate safeguarding person or authority where necessary.

3. Our Principles

Fudoshin K1 Kickboxing will ensure that complaints are handled according to the following principles:

Fairness

All complaints will be considered objectively and without unreasonable bias.

Respect

Everyone involved in a complaint will be treated with dignity and respect.

Confidentiality

Information will only be shared with those who need it to investigate or manage the complaint, subject to safeguarding and legal requirements.

Timeliness

Complaints will be dealt with as promptly as reasonably possible.

Proportionality

The club will take a proportionate approach based on the seriousness and nature of the complaint.

No Retaliation

No member or individual should be treated unfairly because they have raised a genuine concern or complaint in good faith.

Record Keeping

Appropriate records will be maintained to ensure that complaints can be reviewed and monitored.

4. Informal Resolution

Where appropriate, individuals are encouraged to raise concerns informally in the first instance.

Many concerns can be resolved quickly through an open and respectful conversation with the instructor, club official or person responsible for the matter.

An informal discussion may include:

- Explaining what has happened.
- Listening to the concerns raised.
- Clarifying any misunderstanding.
- Agreeing an appropriate action.
- Monitoring the situation where necessary.

A person is not required to attempt informal resolution where they feel unable to do so, where the matter is serious, or where the complaint involves the person who would normally deal with the concern.

5. Making a Formal Complaint

If a concern cannot be resolved informally, or if the person wishes to make a formal complaint, it should be submitted to the club in writing.

Where possible, the complaint should include:

- * The name and contact details of the person making the complaint.
- * The date and location of the incident or concern.
- * A clear description of what happened.
- * The names of individuals involved, where known.
- * Any relevant evidence or supporting information.
- * Details of any steps already taken to resolve the matter.
- * The outcome or resolution being sought, where appropriate.

Complaints should normally be submitted as soon as reasonably possible and preferably within **28 days** of the incident or matter giving rise to the complaint.

The club may consider complaints made outside this period where there is a reasonable explanation for the delay or where the circumstances make it appropriate to do so.

6. Acknowledgement of Complaints

The club will normally acknowledge receipt of a formal complaint within **7 days**.

The acknowledgement will confirm, where appropriate:

- Who will be responsible for dealing with the complaint.
- The general process that will be followed.
- Whether any further information is required.
- An expected timescale for responding.

Where a complaint is particularly complex, involves several people or requires information from external organisations, the investigation may take longer. The person making the complaint will be kept informed of any significant delay.

7. Investigation

Complaints will be investigated by an appropriate person who is as independent as reasonably possible from the matter being complained about.

The person investigating may:

- Review relevant club records.
- Speak to the person making the complaint.
- Speak to the person or people involved.

- Speak to relevant witnesses.
- Review written statements, messages, photographs or other evidence.
- Consider relevant club policies and procedures.

All parties will be given a reasonable opportunity to provide information and explain their position.

The investigator will not assume that a complaint is either proven or unfounded until the available information has been considered.

8. Outcome of a Complaint

Following an investigation, the club may determine that:

1. The complaint is upheld.
2. The complaint is partially upheld.
3. The complaint is not upheld.
4. There is insufficient evidence to reach a conclusion.
5. Another action or resolution is appropriate.

Where appropriate, the person making the complaint will receive a written response explaining:

- The outcome.
- The reasons for the decision.
- Any action the club intends to take.
- Any relevant improvements or measures being introduced.
- Whether there is a right of appeal.

The club will respect confidentiality and will not normally disclose confidential disciplinary or personal information relating to another individual.

9. Appeals

A person may appeal a formal complaint decision where they believe that:

- The procedure was not followed correctly.
- Relevant information was not properly considered.
- There is significant new evidence that was not reasonably available during the original investigation.
- The outcome was unreasonable in light of the information available.
- There was an actual or potential conflict of interest in the original investigation.

An appeal should normally be submitted in writing within ****14 days**** of the original decision.

The appeal should clearly explain the grounds for appeal and identify any relevant new information or procedural concerns.

An appeal should not simply repeat the original complaint without explaining why the original decision should be reconsidered.

10. Appeal Review

Where reasonably practicable, an appeal will be considered by someone who was not directly involved in the original decision.

Depending on the circumstances, this may be:

- Another senior club official.
- A member of the club committee.
- An appropriately independent person agreed by the club.
- A representative of the relevant governing or regulating organisation, where appropriate.

The appeal may involve a review of the original investigation and evidence rather than a completely new investigation.

The appeal outcome may:

- Confirm the original decision.
- Modify the original decision.
- Refer the matter back for further investigation.
- Require another appropriate action.

The appeal decision will normally be provided in writing.

The decision of the club's internal appeal process will normally be final, subject to any further rights or procedures available through the relevant governing body, association, venue, safeguarding authority or other appropriate organisation.

11. Safeguarding Complaints

Any complaint or concern involving the safety or welfare of a child or vulnerable person will be treated seriously.

Where a complaint raises a safeguarding concern, the matter will be managed in accordance with the club's **Safeguarding Policy and Procedures** rather than relying solely on this complaints process.

The club may refer safeguarding concerns to the appropriate external organisation where required.

Confidentiality cannot be guaranteed where information needs to be shared to protect an individual from harm or where there is a legal requirement to disclose information.

12. Complaints Involving Instructors or Club Officials

Where a complaint concerns an instructor, club official or committee member, that person should not normally be responsible for investigating or deciding the complaint.

The club will seek to ensure that the matter is considered by an appropriately independent person.

Where the complaint concerns the person normally responsible for handling complaints, the matter should be referred to another appropriate club official or committee member.

13. Complaints Involving the Club's Senior Management

If a complaint concerns the overall management of Fudoshin K1 Kickboxing or cannot reasonably be handled internally, the club may seek assistance from an appropriate external organisation, governing body, association or independent person.

This may be particularly appropriate where there is a conflict of interest or where an independent review is necessary.

14. Anonymous Complaints

The club will consider anonymous complaints where sufficient information has been provided to allow the matter to be investigated.

However, anonymous complaints can be difficult to investigate and may limit the club's ability to provide a response or take appropriate action.

Where a safeguarding concern is raised anonymously, the club will still consider whether action or referral is required.

15. Unreasonable or Vexatious Complaints

The club recognises that individuals may be upset or frustrated when making a complaint.

However, the club may take reasonable steps to manage complaints that are abusive, threatening, discriminatory, repeatedly submitted without new information, or otherwise unreasonable.

This will not prevent a genuine complaint from being considered.

Any decision to restrict communication or access to the complaints process will be proportionate and will be reviewed where appropriate.

16. Confidentiality and Data Protection

Personal information obtained during a complaint will be handled responsibly and in accordance with applicable data protection requirements.

Information will only be shared where there is a legitimate reason to do so, including where necessary for safeguarding, legal, disciplinary or regulatory purposes.

Records will be stored securely and retained only for as long as reasonably necessary.

17. Victimisation and Retaliation

Fudoshin K1 Kickboxing will not tolerate retaliation, intimidation or unfair treatment against anyone who raises a genuine complaint or participates in an investigation.

Any allegation of retaliation will be taken seriously and may be dealt with separately under the club's relevant policies and procedures.

18. Learning and Improvement

Complaints will be viewed as an opportunity to identify areas where the club can improve.

Where appropriate, the club may use information from complaints to:

- Improve policies and procedures.
- Review training or supervision arrangements.
- Improve communication.
- Identify training needs.
- Strengthen safeguarding or equality measures.
- Prevent similar concerns from arising in the future.

Personal information will not be used unnecessarily when sharing lessons or improvements.

19. Policy Review

This policy will be reviewed at least annually, or sooner where there are significant changes to legislation, guidance, governing-body requirements or club procedures.

The club may amend this policy where necessary to ensure that it remains appropriate, effective and consistent with its responsibilities.

20. Commitment

Fudoshin K1 Kickboxing is committed to dealing with complaints fairly, respectfully and consistently.

The club encourages members, parents/carers, instructors and volunteers to raise concerns at an early stage so that issues can be addressed constructively wherever possible.

A complaint will not automatically be viewed as criticism of the club or the individuals involved. The club recognises that listening to concerns and responding appropriately is an important part of maintaining a safe, welcoming and professionally managed martial arts environment.

Approved by: Fudoshin K1 Kickboxing

Date: August 2026

Review Date: August 2027