Complaints, Grievances and Managing Allegations Policy

+44 (0)1603 418751
office@tskuk.co.uk
https://tskuk.co.uk/
The Dojo Norwich, 3 Burton Road, Norwich, NR6 6AX.

Organisation: Traditional Shotokan Karate UK (TSKUK)
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1. Purpose

TSKUK is committed to providing a professional service to our students, children/young people, adults, and parents/carers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. This policy sets out the process for raising, investigating, and resolving complaints, grievances, and allegations of misconduct or poor practice within TSKUK. It ensures that all concerns are addressed fairly, transparently, and in line with safeguarding principles where relevant.

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

2. Scope

This policy applies to:

- Coaches and instructors
- Volunteers
- Officials
- Parents/carers/guardians
- Students and members
- Club affiliates acting on behalf of TSKUK

This policy covers:

- Complaints about conduct, service, or behaviour
- Grievances from individuals regarding their treatment or working relationships
- Allegations that may involve safeguarding concerns

3. Guiding Principles

- All complaints and allegations will be taken seriously and handled promptly.

- Complainants will be treated respectfully and without fear of victimisation.
- Confidentiality will be maintained where possible.
- The process will distinguish between general complaints, personal grievances, and safeguarding allegations.
- Mediation may be used for resolution where appropriate and agreed.

4. Complaints and Grievances Procedure

Step 1: Informal Resolution

- Raise the issue directly with the individual or club involved, if appropriate.
- Many concerns can be resolved through informal conversation.

Step 2: Formal Complaint

- If unresolved after an informal conversation, submit a written complaint to TSKUK via office@tskuk.co.uk.
- Include: your name, contact information, a clear description of the issue, and any supporting evidence.
- You will receive written acknowledgment within 5 working days.

Step 3: Investigation

- An independent investigator will be appointed.
- Both parties may be asked to provide written statements. Parties may also be invited in for individual or combined meetings (where appropriate) to support the investigation and to consider possible resolutions.
- The investigation will be completed within 20 working days where possible. Where it has not been possible to complete the investigation within this timeframe, you will receive a written explanation of why it has not been possible, the steps that have been taken (and will be taken) to resolve your concern and an updated timeframe.

Step 4: Outcome

- A written outcome will be provided to you including any actions to be taken.
- Where appropriate, parties may be offered mediation.
- If you are not happy with the outcome, appeals can be made within 10 working days of the receipt of the written outcome.

Step 5: Appeals

- TSKUK will arrange for someone unconnected with the matter to carry out a separate investigation and compile an independent review.
- TSKUK will write to you within 20 working days of receiving your appeal to confirm our final position on your complaint and explain our reasoning.

5. Managing Allegations Against Staff or Volunteers

If the complaint or concern involves a safeguarding risk or an allegation against an

individual in a position of trust:

- The concern must be reported immediately to the TSKUK Designated Safeguarding Lead (DSL) or your Club Welfare Officer.
- If the concern meets the threshold for a safeguarding allegation (e.g. harm to a child/adult at risk), the DSL will notify the Local Authority Designated Officer (LADO) or relevant adult safeguarding team.
- The individual may be temporarily suspended while an investigation is conducted.
- TSKUK will cooperate fully with statutory agencies.
- Disciplinary procedures may follow based on the outcome of safeguarding enquiries.

6. Record Keeping

- All complaints and allegations will be recorded, dated, and stored securely.
- TSKUK will retain a clear distinction between safeguarding records and general complaint logs.
- Documentation will be retained in line with data protection regulations.