

Premier Taekwondo

Complaints Policy – Club Complaints Procedure

General Principles

- This procedure is intended to allow you to raise a concern or complaint relating to Premier Taekwondo or the services that it provides.
- An anonymous concern or complaint will not be investigated under this procedure unless there are exceptional circumstances.
- To enable a proper investigation, concerns or complaints should be brought to the attention of Premier Taekwondo as soon as possible. In general, any matter raised more than 3 months after the event being complained of, will not be considered.

Raising a concern or complaint

1) Informal Stage

It is normally appropriate to communicate directly with the lead instructor. This may be by letter, by telephone or in person by appointment requested via the club office. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

In the case of serious concerns it may be appropriate to address them directly to the Club Development Officer (or to the chairperson if the complaint is about the Club Development Officer). If you are uncertain about who to contact, please seek advice from the club office, or website.

2) Formal Stage

If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the Club Development Officer, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Club Development Officer, your complaint should be passed to the Chair Person.

A complaint form is provided to assist you. You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents. It is very important that you include a clear statement of the actions that you would like the club to take to resolve your concern. Without this, it is much more difficult to proceed. Please pass the completed form, in a sealed envelope to the club office. The envelope should be addressed to the Club Development Officer, or to the Chair Person, as appropriate.

The Club Development Officer (or Chair Person) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns. It is possible that your complaint will be resolved through a meeting with the Club Development Officer (or

Chair Person). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure.

In any case you should learn in writing, usually within 10 days of Premier Taekwondo receiving your formal complaint, of how the club intends to proceed. This notification should include an indication of the anticipated timescale. Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.

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NB: If the complaint is regarding a safeguarding incident or issue, the matter should be raised with the Club Welfare Officer. Full contact details are available on the club website.

NB. Any issue regarding the welfare of a child (or vulnerable adult) can also be directed towards the Kirklees Safeguarding Children Board (details below)

or

British Taekwondo - National Lead Safeguarding Officer Liz Behnke

Tel: 077177 40125

Email: safeguarding@britishtaekwondo.org

If you think a child in Kirklees is being abused or mistreated or you have concerns about a child's well-being you should call and speak to someone at one of the following numbers:

- **Kirklees Referral and Response Service 01484 456848 or email: MASH@kirklees.gcsx.gov.uk**
- **Kirklees Emergency Duty Service 01484 414933 (outside office hours)**
- **NSPCC Helpline 0808 800 5000, email help@nspcc.org.uk , text 88858 (free service), or complete [online form](#)**

All calls concerning worries about children are treated seriously. You will be asked where the child lives and who looks after the child. Enquires will be made immediately. If it is found that a child is being abused or is at risk of significant harm professionals will work together with the family to ensure that the child can be protected.

If you are in any doubt about reporting your concerns don't think 'What if I'm wrong?', think 'What if I'm right?'