



Welsh Karate Governing Body Ltd
Corff Llywodraethol Karate Cymru Cyf

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Version 1	

The WKGB Ltd Complaints & Grievance Procedure is intended to:

- prevent escalation of a case by resolving complaints impartially and promptly
- ensure complete confidentiality in handling all complaints
- ensures that all steps taken in the resolution process are documented
- ensures that complaints are dealt with consistently, fairly and impartially
- provides a range of options for proceeding with a complaint (eg: informal, formal)
- ensures protection from victimisation for those involved
- observe procedural fairness in the resolution process
- Be easily accessible
- Resolve complaints & Grievances informally at a local level wherever possible

What is a complaint

A Complaint is a statement that a situation is unsatisfactory or unacceptable

Likewise a complaint covers any expression of dissatisfaction of

- a) a standard of service
- b) actions or inactions
- c) complaints against the WKGB Ltd

What is a Grievance

A Grievance is a belief that inappropriate action has been taken against a WKGB Ltd Member by the WKGB Ltd, or an action that has been taken by an individual WKGB Ltd member against another WKGB Ltd member

WKGB Ltd Complaints & Grievance Procedure

Any member(s) of the WKGB Ltd who has a complaint or grievance against the WKGB Ltd or against another member of the WKGB Ltd must follow the following procedure:-

Stage 1

- (i) The individual must contact their club instructor and ask for an official WKGB Ltd Complaint/Grievance record sheet.
- (ii) Upon receipt of the completed Complaint/Grievance record sheet the club instructor will try and resolve the problem within 7 days, by establishing the facts to determine if a WKGB Ltd rule, regulation etc has been breached.
- (iii) If the club instructor cannot resolve the matter within 7 days he/she will instigate Stage 2 of the Complaints/Grievance procedure.

Stage 2

- (i) The complaint will be passed to the Association Chief Instructor.
- (ii) The Association chief Instructor will attempt to resolve the matter within 10 days, e.g this may take the direction of contacting the WKGB Ltd Office to clarify rules, regulations etc or getting further advice.
- (iii) If the Association chief Instructor cannot resolve the matter satisfactorily within 10 days he/she will instigate Stage 3 of the Complaints/Grievance procedure.

Stage 3

- (i) The complaint/grievance will be taken to the WKGB Ltd Administrator who will at this stage give the complaint/grievance a recorded number.
- (ii) The WKGB Ltd Administrator will attempt to resolve the matter within 14 days, e.g this will involve checking the content of the grievance/complaint and determining if a WKGB Ltd rule, regulation etc has been breached . The Administrator will then contact the complainant to see if they understand and are sure that a WKGB Ltd Rule regulation etc has indeed been breached and then getting a better understanding of the complaint./grievance.
- (iii) If the WKGB Ltd Administrator cannot resolve the matter satisfactorily within 14 days he/she will instigate Stage 4 of the Complaints/Grievance procedure.

Stage 4

- (i) The complaint/grievance will be taken to the WKGB Ltd Chairman.
- (ii) The WKGB Ltd Chairman will attempt to resolve the matter within 14 days.
By reviewing the findings of the WKGB Ltd Administrator and then contacting the Complainant to see if matters can be resolved.
- (iii) If the WKGB Ltd Chairman cannot resolve the problem satisfactorily within 14 days he/she will instigate the final stage of the Complaints/Grievance procedure.

Final Stage

- (i) The complaint/grievance will be taken to the WKGB Ltd Disciplinary Committee.
- (ii) The decision of the Disciplinary Committee will be final

Appeals

If the complainant is not happy with the decision of the WKGB Ltd Disciplinary Committee they can appeal in writing within 21 days to the Chairman of the WKGB Ltd. He will then Ask the WKGB Ltd Appeals Committee to convene a meeting to hear the Appeal. The Appeal Committee Chairman will write to the complainant within 21 days of receipt of any appeal to convene an Appeal Hearing which will follow the same format as a disciplinary committee hearing. This will exhaust all further actions.
bring the matter to the attention of the WKGB Ltd Appeals Committee. This will exhaust all further actions.

N.B.

Any member of the WKGB Ltd who is “considered” by the WKGB Ltd Directors to have breached or deliberately failed to follow the WKGB Ltd Complaints & Grievance Procedure in order to bypass the structures and statues of the WKGB Ltd will be immediately referred to the WKGB Ltd Disciplinary committee with a recommendation that disciplinary action is taken against the culprit(s). At the initial point of any contravention the member will be suspended from WKGB Ltd membership.

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Appeal against Suspension

Members who have been suspended may appeal against that suspension decision by notifying the WKGB Ltd Chairman in writing within 7 days of the date of suspension.

Grounds for Appeal

There are two grounds for appeal of a Disciplinary decision:

- a) Improper penalty or punishment in relation to currently approved Discipline, Guidelines.
- b) Improper review/decision process in relation to currently approved guidelines for this process
- c) Notice of intent to appeal must be received in writing by the WKGB Ltd Office, within 7 days of notification of penalty .
- d) Appeals will be reviewed within 30 days of notification of intent to appeal and results will be delivered within 7 days following the meeting.

NOTE: Any penalty imposed by the WKGB Ltd remains valid until the appeal is heard.

WKGB LTD

Complaints & Grievance Record Sheet

Date.....
number.....

Record

Member's Name	
Association	
Chief Instructor's signature	

Nature of Complaint/Grievance:

Signed.....
Name.....

Print

For office use only

Stage 1	Stage 2	Stage 3	Stage 4	Final Stage	Appeal