



# **B.W.F.**

**BRITISH WADO FEDERATION**

## **Complaints and Disciplinary Policy**

**CHAIRMAN**

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**BRITISH WADO FEDERATION IS AFFILIATED TO**



**INTERNATIONAL WADO FEDERATION**

**BRITISH WADO FEDERATION**



## Complaints and Disciplinary Policy

### Purpose:

This policy provides guidance for the fair and effective handling of complaints and disciplinary matters within BWF. We aim to resolve issues promptly and ensure a safe, respectful environment for all members, instructors, volunteers, and visitors.

### Scope:

This policy applies to all members, staff, instructors, volunteers, and affiliates of BWF and covers complaints relating to conduct, behaviour, and breaches of club policies.

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## 1. Policy Statement

BWF is committed to fostering a positive environment where everyone feels respected and valued. We take complaints and disciplinary matters seriously and handle them in a manner that is fair, impartial, and in accordance with club policies and relevant legal guidelines.

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## 2. Definitions

- **Complaint:** Any expression of dissatisfaction, concern, or grievance regarding the conduct, behaviour, or practices of a club member, staff member, volunteer, or visitor.
  - **Disciplinary Action:** Actions taken by the club to address behaviour or conduct that violates club policies, including warnings, suspensions, or expulsion from the club.
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## 3. Responsibilities

- **MANAGEMENT WORKING COMMITTEE:** Oversees complaints and disciplinary actions, ensuring policies are followed fairly and consistently.
  - **Designated Complaints Officer:** Appointed by the club to receive and process complaints, investigate issues, and recommend actions as necessary.
  - **Members, Instructors, and Staff:** Expected to abide by the club's code of conduct and policies, acting in a manner that promotes respect and safety.
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## 4. Complaints Procedure

### 1. Informal Resolution:

- In many cases, complaints can be resolved informally by discussing the concern directly with the involved parties. Members are encouraged to speak to their instructor, coach, or a senior member of staff to try and resolve the issue in a constructive manner.

### 2. Formal Complaint:

- If the complaint cannot be resolved informally or is of a serious nature, a formal complaint can be submitted in writing to the Designated Complaints Officer.
- The complaint should include details of the incident, individuals involved, and any evidence supporting the claim.
- All formal complaints must be submitted within 14 days of the incident, if possible.

### 3. Investigation:

- The Complaints Officer will acknowledge receipt of the complaint within five working days and begin a confidential investigation.
- This may involve interviewing the complainant, witnesses, and the individual(s) involved, and reviewing any available evidence.
- Investigations are typically completed within 28 days, though more complex cases may take longer.

### 4. Outcome:

- The Complaints Officer will issue a written response detailing the outcome of the investigation and any actions to be taken.
- If disciplinary action is required, the case will be referred to the Management Committee, and disciplinary procedures will be followed.

### 5. Appeals:

- If the complainant or subject of the complaint disagrees with the outcome, they may submit an appeal within 14 days of receiving the decision.
- The appeal will be reviewed by an independent member of the Management Committee who was not involved in the original investigation.



## 5. Disciplinary Procedure

### 1. Disciplinary Grounds:

Disciplinary action may be taken in response to:

- Violations of club policies, codes of conduct, or safety guidelines.
- Aggressive, abusive, or discriminatory behaviour.
- Any actions that compromise the safety or well-being of other members or staff.

### 2. Types of Disciplinary Action:

Depending on the severity of the misconduct, disciplinary actions may include:

- **Verbal Warning:** For minor infractions, a verbal warning will be issued, documented, and placed on the individual's file.
- **Written Warning:** For repeated or more serious offenses, a written warning will be issued. This may include specific conditions or corrective actions.
- **Suspension:** In cases of serious misconduct, the individual may be suspended from participating in club activities for a specified period.
- **Expulsion:** In extreme cases or repeated breaches, the individual may be permanently expelled from the club.

### 3. Notification:

The individual will be informed of the disciplinary action in writing, with reasons for the decision, the duration of any suspension, and conditions for re-entry to the club, if applicable.

### 4. Appeals Process:

- Individuals have the right to appeal disciplinary decisions within 14 days of notification.
- Appeals should be submitted in writing, stating the grounds for appeal.
- An independent review will be conducted by a Club Committee member who was not involved in the original decision.
- The appeal decision will be final.



## 6. Confidentiality

All complaints and disciplinary matters will be handled with the highest level of confidentiality. Information will only be shared on a need-to-know basis with individuals directly involved in the investigation or disciplinary action.

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## 7. Code of Conduct

To maintain a positive and respectful environment, all members, staff, and visitors of the BWF must:

- Respect the rights and dignity of others.
  - Refrain from aggressive, intimidating, or discriminatory behaviour.
  - Follow all club safety guidelines and instructions from instructors or staff.
  - Address conflicts respectfully and seek mediation where necessary.
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## 8. Policy Review

This policy will be reviewed annually by the Club Committee and updated as necessary to ensure alignment with best practices, legal requirements, and the club's values.

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## Contact Information

- **Designated Complaints Officer**
  - Name: **ELIZABETH RAYMAN**
  - Phone: 07359 316085
  - Email: [blewfield@outlook.com](mailto:blewfield@outlook.com)

This policy provides clear steps for resolving complaints and disciplinary matters, fostering accountability and respect within your karate club.