BRITISH TAEKWONDO COUNCIL

Safeguarding – Protecting Children Policies and Procedures

Version	Author	Date	Review Date
1	K Beddows	February 2014	February 2017
2	D Sutherill	February 2017	February 2020
3	D Sutherill	December 2019	December 2022
4	D Sutherill	October 2022	October 2025

COMPLAINT CONCERNS

If your child has a problem at their club or any other Taekwondo activity, you should be able to sort it out through an informal discussion with your child's Instructor. If you can't resolve a problem informally, the club should have a formal complaints procedure that you can follow.

Step one: contact your child's club

If you are worried about your child's learning or welfare at their club, your child's instructor is the best person to approach first. Instructors will usually be in the training session before the lesson begins and the last to leave, but you can leave messages with any club official asking the instructor to get back to you.

If the instructor can't help or you are not satisfied with their response, you can talk to another club official. If none are available telephone numbers are accessible and you should be able to have a telephone conversation with the appropriate person. If this isn't practical, you may wish to make a written complaint.

Step two: contact the governing body

If your complaint is not resolved, the next stage is to approach the governing body of the club the British Taekwondo Council (BTC). All clubs are required to have a procedure to deal with any complaints relating to the club, or to any training facilities or services that the club provides for the students or the local community.

If you want to complain to the governing body, ask the club for a copy of its complaints procedure. All complaints to the governing body must be in writing.

Step three:

If you are not satisfied with the response from the governing body you can contact Sport England/UKSPORT.