BRITISH TAEKWONDO COUNCIL

Safeguarding – Protecting Children Policies and Procedures

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COMPLAINTS GUIDELINES

Responsibilities

As the governing body of Taekwondo we are required to have in place a procedure for all clubs to deal with complaints relating to the club and to any community facilities or services the club provides, we also require the complaint procedure to be publicised to all at every club.

The BTC advise the following recommendations:

General parental complaints

The day-to-day running of the club the responsibility of the Instructor, club officials, it is recommended students' parents/carers put their concerns in writing to the Instructor / Welfare Officer and if this fails to resolve the issue, concerns should then be raised with the appropriate person in the BTC. The complaint should set out fully the concerns and reasons why the complaint is being submitted, enclosing all previous correspondence relevant to the complaint. The complaint should be mailed to the appropriate person.

Roles and actions

BTC guidance on developing and applying complaints policies and procedures strongly encourages clubs to differentiate between concerns and complaints and in both cases, to keep procedures for dealing with them as informal as possible.

Guidance

The BTC has produced guidance, including example policies and procedures

- Procedures relating to general complaints do not replace the BTC's procedures relating to safeguarding concerns.
- Certain forms of complaint, e.g. any grievance or disciplinary procedures, also fall outside the scope of these general complaints procedures.
- Clubs are encouraged to involve their members, juniors or otherwise, parents, carers to:
    - establish a member of club who will act as complaints coordinator and who will take the initial responsibility for handling complaints
    - take a set formal procedure to reviewing and resolving complaints
    - have formal, published procedures with time limits
    - make sure the club committee will deal with complaints that can not be resolved by the complaints instructor / welfare officer
    - record complaints so the overall level, nature and outcome of complaints can be reviewed and any necessary steps taken to improve policies and procedures.