



# WAKO GB

## Complaints/Procedure Policy

***In the event of a complaint against any Kickboxing Instructor, or Kickboxing Club, Organisation, Officials, fighter, spectator or Executive Committee or Sub-Committee being brought to the attention of any member of the WAKO GB - the following procedure should be strictly adhered to.***

1. The person to whose attention the complaint has been brought shall immediately inform the Secretary (or if the complaint is against - or associated with - the Secretary, then one other member of the Officer board may be informed instead) - and no-body else.
2. The person shall ask the Complainant to put the details of the complaint in writing and to forward them to the Secretary, or relevant Officer, of WAKO GB- without delay.
3. Strict confidentiality, in relation to the complainant and the person / body complained about, shall be maintained at all times.
4. The Secretary shall immediately inform the Chairperson or, if the Chair is not available (or if the complaint is against - or associated with - the Chair) one other member of the Executive, of the details of the complaint.
5. The matter shall be brought to the attention of the full Executive at the next Exec meeting (or an emergency Executive Meeting called to deal with the issue raised) and,
  - a If the person complained about is a member of WAKO GB:
    - The Executive will confirm the appointment of a three-person Committee, from the Executive Committee (inclusive of the Ethics and Complaint committee but not limited to) to investigate the complaint. This Committee will report back to the Executive at its earliest convenience.
  - b If the person complained about is not a member of the WAKO GB:
    - The details of the complaint, as they are then known and without further investigation will be forwarded to the Sport England if applicable.
6. In exceptional circumstances, when the investigation of the complaint could lead to criminal proceedings, the Secretary and Chairperson, (or the two relevant officers) at their discretion and in the interests of safeguarding a thorough investigation, may decide to with-hold the identity of the complainant, or the person being complained about, from the full Executive until such time as the Committee has reported back.
7. The Executive Committee will then, and only then, (operating on a two-thirds majority basis) determine if the complaint is justified, whether or not it warrants disciplinary action and what action it shall take.
8. The full membership of the WAKO GB must be informed of any disciplinary action taken under such circumstances.

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9. The Executive, at their discretion, may decide to withhold the identity of the complainant, or the person being complained about, from the full membership.
10. If any member is found to be misusing this procedure by initiating a false complaint / allegation or exaggerating a valid complaint / allegation – The Executive have the right to initiate an investigation re same,
11. The Executive Committee considers the starting or perpetuating of rumours as reprehensible and, if proven, as grounds for initiating serious disciplinary action - as outlined in the WAKO GB constitution.
12. The Executive shall appoint a committee to look into anonymous complaints - with a view to determining whether or not the Commission Complaints Procedure should be initiated.

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