



**BRITISH
TAEKWONDO**

British Taekwondo Complaints Policy

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1. Introduction

British Taekwondo is committed to promoting a culture of respect, inclusivity, and fairness in all aspects of the sport and martial art. We value feedback and believe that addressing complaints effectively is essential for improving our services and maintaining the integrity of the sport. This Complaints Policy outlines how complaints should be made, the steps British Taekwondo will take to address them, and the responsibilities of those involved.

2. Scope

This policy applies to all members, non-members, participants, coaches, officials, volunteers, and stakeholders involved in British Taekwondo. It covers complaints related to:

- Breach of policies, or procedures
- Discrimination, harassment, or abuse
- Poor service or communication from British Taekwondo staff, departments or representatives
- Any other matter impacting the integrity or reputation of British Taekwondo

Any misconduct behaviour of a member that contravenes membership rules and regulations and/or Code of Conduct shall be subject to the process outlined within the Disciplinary Code, and not the Complaints Policy.

Any behaviour contravening the Safeguarding Policies (including the Low-Level concerns policy) shall be subject to the process outlined in those policies.

3. Definition of a Complaint

A complaint is any expression of dissatisfaction, regarding an aspect of British Taekwondo's activities or the conduct of individuals involved in Taekwondo within the organisation.

4. Competitions, Local Events and Gradings

Issues related to match decisions, including rule interpretations, match results, or actions of officials are not within the scope of this policy. It is essential that any concerns regarding these aspects be raised and resolved promptly at the event level, either by the technical officials present or the Competition Supervisory Board (CSB). This ensures that disputes are handled efficiently and fairly in real-time, maintaining the integrity of the competition and avoiding delays or misunderstandings after the event has concluded. Any formal complaints related to match decisions should be directed to the appropriate event officials, who are equipped to assess and resolve the issue.

5. Making a Complaint

If you wish to make a complaint, we encourage you to do so as soon as possible after the incident in question. Complaints can be made by:

- Completing the following form: <https://forms.office.com/e/0h0xYSkMdw>

- **Post:** Address your written complaint to British Taekwondo, House of Sport, Etihad Campus, Rowsley Street, Manchester, M11 3FF

6. Information Required

To ensure that your complaint can be properly considered, please provide the following information:

- Your name, membership number (if applicable), and contact details
- A clear and detailed description of the complaint, including dates, times, locations, and individuals involved
- Any evidence or documentation to support your complaint
- The outcome or resolution you are seeking
- Your relationship, if any, to the person you are complaining about, including details of any potential conflict of interest you have with them

7. Handling of Complaints

Once a complaint is received, British Taekwondo will take the following steps:

- **Acknowledgement:** We will acknowledge receipt of your complaint within 5 working days.
- **Assessment:** We will assess the complaint to determine its nature and whether it falls within the remit of British Taekwondo. If the complaint falls outside our scope, we will direct you to the appropriate body or authority.
- **Investigation:** In many cases, a complaint may best be resolved by the person who is responsible for the issue being complained about. The Safeguarding and Compliance Manager (or appointed person) will in the first instance seek to act within 20 working days and liaise with both parties to ensure a swift resolution.

If this is not practical, the Safeguarding and Compliance Manager will form a Complaints Working Group with a minimum of three members. Communication will remain open during this process with the Safeguarding and Compliance Manager (or appointed person) providing updates until resolution.

- **Resolution:** British Taekwondo will aim to resolve complaints within 40 days. In complex cases, this may take longer, but we will keep you informed of progress.
- **Outcome:** We will provide you with a written response outlining the findings of the investigation and any actions taken. If necessary, we will implement corrective measures to prevent similar issues in the future.

8. Escalation Process

If you are not satisfied with the outcome of your complaint and have evidence to suggest that the process adopted during the investigation process has not followed this complaints procedure, you have the right to escalate the matter to the Chief Executive Officer.

For the avoidance of doubt, the CEO and an independent non-executive director will only consider any procedural matters and not those of the decision taken - it is not a re-hearing of the original complaint.

If determined that procedure has not been followed appropriately, the complaint in its entirety will be reviewed by a panel of British Taekwondo board members.

9. Confidentiality and Protection

British Taekwondo will treat all complaints with confidentiality to the extent possible. We will only share details with those directly involved in the investigation and resolution process. Whistleblowers and complainants will be protected from retaliation or victimisation.

10. Anti-Retaliation

British Taekwondo prohibits any form of retaliation or victimisation against individuals who make complaints in good faith. Any such retaliation should be reported immediately and will be dealt with via the Disciplinary Code if necessary.

11. Vexatious / Persistent Complaints

It is the intention of British Taekwondo to follow these procedures and do everything reasonably possible to resolve complaints. Occasionally, however, complainants or those who make allegations may place focus on their own concerns to the extent that it places undue strain on time and resources.

There are instances when nothing more can be reasonably done to rectify a real or perceived issue or complaint. At this stage, subject to the Complaints Policy being applied correctly and all reasonable action taken, it may be necessary to invoke the process for dealing with persistent or vexatious complaints.

Definition of a vexatious complaint

A vexatious complainant is someone who raises a complaint contentiously, without grounds and with little merit or substance or with the sole intention of causing annoyance, disruption and emotional or reputational harm to others.

Definition of a persistent complaint

A persistent complainant is an individual who persists in pursuing a complaint when appropriate procedures have been followed and exhausted.

Handling Persistent or Vexatious Complaints

The Safeguarding & Compliance Manager will consider the nature of the complaint against the criteria above to confirm if the complaint is to be considered as vexatious or persistent and will determine a course of action from the following:

- The Safeguarding & Compliance Manager will try to resolve the issue in accordance with these procedures and notify the complainant in writing to advise that the complaint has been fully responded to and actioned and there is nothing further to add; continuing contact will serve no useful purpose and that further correspondence will be acknowledged but not answered
- The Safeguarding & Compliance Manager will decline contact with the complainant and advise them accordingly
- In extreme cases, it may be necessary to instruct legal proceedings to deter the individual from further contact
- British Taekwondo reserve the right to cancel a membership. The process that would be followed is outlined in Section 11 of the [Disciplinary Code](#)

12. Timeframe for Complaints

We encourage complaints to be raised promptly. Complaints should generally be made within 28 days of the incident or issue arising. Complaints made outside of this timeframe may be considered on a case-by-case basis.

13. Monitoring and Review

British Taekwondo will regularly monitor and review complaints and their outcomes to identify trends and ensure that the complaints process remains fair, transparent, and effective. This policy will be reviewed annually to ensure compliance with best practice and legal requirements.

Complaint Policy Process Flowchart

