

# Woodlane Ishinryu Complaints Procedure

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## Purpose

This procedure is designed to ensure that any concerns or complaints about the club, its instructors, coaches, members, or practices are managed fairly, consistently, and promptly.

## 1. Scope

This procedure applies to all members, parents/guardians, instructors, Coaches, and visitors to the club.

## 2. Informal Resolution

Wherever possible, complaints will be resolved informally:

- Raise the concern directly with the individual(s) involved, if appropriate.
- Alternatively, speak to an instructor to help mediate or resolve the issue informally.
- Speak to our safeguarding lead Pearl Vant. Pearl typically attends every training session.

If the issue is not resolved or is too serious for informal resolution, proceed to a formal complaint.

## 3. Making a Formal Complaint

Formal complaints should be submitted in writing (email or letter) to a Club Instructor or to the Ishinryu Secretary ([secretary@ishinryu.org](mailto:secretary@ishinryu.org)).

The complaint should include:

- Name and contact details of the complainant
- Full details of the complaint, including dates and people involved
- Any steps already taken to resolve the issue
- Desired outcome (if any)

If the complaint concerns an Instructor it should be directed to either;

(1) The Ishinryu secretary ([chris.fennessy@ishinryu.org](mailto:chris.fennessy@ishinryu.org))

(2) The Senior UK Instructor for Ishinryu ([Lee.Smith@ishinryu.org](mailto:Lee.Smith@ishinryu.org))

## 4. Acknowledgement

The complaint will be acknowledged in writing within 7 days of receipt.

## **5. Investigation**

The club will:

- Appoint an impartial person (for example, another Ishinryu instructor who is not involved) to investigate.
- Interview relevant parties and review any evidence provided.
- Maintain confidentiality where appropriate

This process should be completed within 21 days of the complaint being acknowledged.

## **6. Outcome**

After investigation, the complainant will receive a written response which outlines:

- The findings
- Any actions taken or recommended
- Right to appeal, if applicable

## **7. Appeals**

If unsatisfied, the complainant may appeal by writing to the Ishinryu Secretary or Head UK Instructor within 14 days of the outcome. A panel of at least two senior instructors (not involved in the original decision) will review the case.

A final decision will be issued within 21 days of the appeal.

## **8. Escalation to Governing Body**

If the complaint involves serious misconduct, safeguarding, or breaches of national policies, it may be referred to the English Karate Federation (EKF).

## **9. Record Keeping**

All complaints and outcomes will be documented and retained securely for at least 3 years, or longer if required by safeguarding policies.

## **10. Policy Review**

This procedure will be reviewed annually or sooner if there are changes in legislation or club structure.