

# Rushgreen Ishinryu Karate

## 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.

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. 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 and Safeguarding Officer ([chris.fennessy@ishinryu.org](mailto:chris.fennessy@ishinryu.org))
- (2) The UK Head 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.

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### 5. Investigation

The club will:

- Appoint an impartial person (e.g., an 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 outlining:

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

### 7. Appeals

If unsatisfied, the complainant may appeal by writing to 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 National Governing Body (EKNGB) or other appropriate governing body.

### 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.