



# TAEKWONDO COUNCIL UNITED KINGDOM

## Complaints Policy

### Introduction

Taekwondo Council UK (TCUK) is committed to providing a safe, inclusive, and respectful environment for all its members. We recognise the importance of addressing any concerns or complaints promptly and effectively. This policy outlines our approach to handling complaints, ensuring transparency, fairness, and adherence to relevant safeguarding, whistleblower, and disciplinary and grievance policies.

### Scope

This policy applies to all TCUK members, including athletes, coaches, instructors, officials, volunteers, and council. It covers complaints related to misconduct, safeguarding concerns, breaches of health and safety regulations, and any other grievances within the organisation.

### Procedure

1. **Informal Resolution:** We encourage individuals to resolve minor concerns informally by discussing them with the relevant person involved or their immediate supervisor. This approach promotes open communication and fosters a supportive environment.
2. **Formal Complaint Submission:** If an issue remains unresolved or if it is of a more serious nature, individuals may submit a formal complaint to TCUK. Complaints should be made in writing and sent to the [complaints@tkdngb.co.uk](mailto:complaints@tkdngb.co.uk) or via a TCUK Council Member see [www.tkdngb.co.uk](http://www.tkdngb.co.uk) for individual contacts details.
3. **Policy-Specific Complaints:** If the complaint pertains to a specific policy within TCUK, such as safeguarding or whistleblowing, the procedures outlined in that policy will be followed. This ensures that complaints are addressed in accordance with the relevant guidelines and regulations.
4. **Investigation:** Upon receiving a formal complaint, TCUK will initiate an impartial investigation. The investigation will adhere to established procedures outlined in our safeguarding, whistleblower, and disciplinary and grievance policies. All parties involved will be treated with fairness, respect, and confidentiality.
5. **Resolution and Action:** Based on the findings of the investigation, TCUK will take appropriate action to address the complaint. This may include disciplinary measures, remedial actions, or changes to organisational procedures to prevent similar issues in the future. TCUK is committed to transparency and will communicate the outcome of the investigation to the complainant.
6. **Appeals Process:** If the complainant is dissatisfied with the outcome, they may appeal in accordance with our appeals procedure outlined in the disciplinary and grievance policy. Appeals must be submitted in writing within the specified timeframe, stating the grounds for appeal.

### Safeguarding and Whistleblower Policies

TCUK is dedicated to safeguarding the welfare of all individuals involved in Taekwondo activities. Any complaints or concerns related to safeguarding will be handled in accordance with our safeguarding policy, prioritizing the safety and well-being of all participants.

Similarly, TCUK maintains a whistleblower policy to encourage the reporting of any misconduct, unethical behaviour, or wrongdoing within the organisation. Complaints submitted under the whistleblower policy will be treated confidentially and investigated thoroughly.

### Disciplinary and Grievance Policies



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Complaints involving misconduct, breaches of rules, or grievances will be addressed in accordance with our disciplinary and grievance policies. These policies outline the procedures for conducting investigations, holding disciplinary hearings, and providing avenues for appeal.

## **Review and Updates**

This complaints policy will be periodically reviewed and updated as necessary to ensure its effectiveness and alignment with best practices. Any amendments will be communicated to TCUK members in a timely manner.

## **Conclusion**

TCUK is committed to maintaining a culture of transparency, accountability, and fairness in addressing complaints. By following this policy and adhering to our safeguarding, whistleblower, and disciplinary and grievance policies, we aim to uphold the highest standards of integrity and professionalism within our organisation.