



ENGLISH KARATE NATIONAL GOVERNING BODY

(EKNGB)

COMPLAINTS POLICY

Version 1.0

Effective Date: 15 February 2026

Next Review Date: 15 February 2027

Approved by: Board of Directors

1. Policy Statement

The English Karate National Governing Body (EKNGB) is committed to maintaining the highest standards of governance, integrity, safeguarding and accountability. This Complaints Policy forms part of the organisation's commitment to the Sport England Code for Sports Governance and the Safeguarding Code in Martial Arts. The Board of Directors recognises that a transparent, accessible and fair complaints framework is essential to organisational credibility, public trust and participant welfare.

2. Purpose

This policy establishes a clear, consistent and proportionate process for receiving, assessing, investigating and resolving complaints. It ensures that all matters are handled in accordance with principles of natural justice and that safeguarding concerns are prioritised.

3. Scope

This policy applies to Directors, Officers, affiliated clubs, coaches, officials, volunteers and registered members. It covers governance, operational, conduct and behavioural matters arising from EKNGB activity or affiliated delivery.

4. Principles of Natural Justice

All complaints will be managed in accordance with fairness, independence, proportionality, confidentiality (subject to safeguarding obligations), timeliness, transparency of outcome and the right of appeal. No individual shall suffer detriment for raising a concern in good faith.

5. Informal Resolution

Where appropriate, matters should first be raised informally with the relevant Club Official or EKNGB Officer to seek early resolution.

6. Formal Complaint Submission

If unresolved, complaints must be submitted in writing to admin@englishkaratengb.co.uk. The complaint must include full contact details, a clear description of the issue, relevant dates, supporting evidence and the outcome sought. Complaints should normally be submitted within 28 days unless exceptional circumstances apply.

7. Investigation

Complaints will be acknowledged within five working days. An impartial Case Officer or Panel will be appointed. Investigations will be evidence-based and proportionate. A written outcome will normally be issued within 28 working days.

8. Outcomes and Sanctions

Outcomes may include no further action, mediation, formal warning, mandatory training, suspension, disciplinary referral or referral to statutory authorities.

9. Safeguarding Escalation

Any safeguarding-related complaint involving a child or adult at risk will be immediately referred to the Designated Safeguarding Lead. Where thresholds are met, referral to statutory authorities will be made without delay. Safeguarding considerations take precedence.

10. Appeals

Appeals must be lodged within 14 days of the decision on the grounds of procedural error, new evidence or disproportionate sanction. An independent Appeals Panel will review the matter. The appeal decision is final.

11. Confidentiality and Data Protection

All complaints will be managed in accordance with UK GDPR and EKNGB Data Protection Policy. Information will be shared strictly on a need-to-know basis and retained appropriately.

12. Governance Oversight

The Board of Directors retains ultimate responsibility for oversight of complaint trends, policy compliance and continuous improvement in alignment with the Sport England Code for Sports Governance.