



Pee-Wee Karate & Funakoshi Shotokan Karate (FSKA)

CONCERNS & COMPLAINTS Policy December 2018



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Funakoshi Shotokan Karate trades as **FUNAKOSHI LTD**

Definition of terms used in this policy:

Funakoshi Ltd may be referred to as “FSKA”

Funakoshi Ltd and Pee-Wee karate may be referred to as “us” or “our” or “we”

“The Clubs” refer to Funakoshi Ltd and Pee-Wee karate

“The Head of The Clubs” refers to Renshi Debi Steven

“The Clubs’ Staff or Staff Member” refers to The Clubs’ instructors or admin staff

“The Clubs’ Office” refers to persons working in the office at FSKA and Pee-Wee Karate

Pee-Wee Karate and Funakoshi Ltd (FSKA) are karate clubs in which students, parents, schools and staff work hand in hand, and in which pupils, parents and staff are committed to a trusting and constructive mindset. The Clubs welcome feedback from students, parents, and third parties and accept that not all of this will be positive.

Title: Concerns and Complaints Policy

Version: 1.0 / December 2018

Created: Office Manager at FSKA and Pee-Wee Karate (The Clubs)

Validity: Students, Parents, Staff, Schools, Third Parties

Next review date November 2020 or sooner, if required

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Introduction

1. The Clubs strongly believe that concerns and complaints must be addressed swiftly in a fair, transparent and constructive fashion for The Clubs to maintain and further develop a culture in which its students will grow in karate in a trusting and constructive environment.
2. The Clubs recognize that a concern or complaint, if not resolved swiftly and fairly, may become a cause of resentment, which could be damaging to relationships and The Clubs culture, and which may over time become more difficult to resolve.
3. In order to address concerns and complaints, the head of The Clubs, Renshi Debi Steven, has approved this Concerns and Complaints Procedure, which explains what parents, students, schools and third parties should do in case of any concerns or complaints about The Clubs.
4. This Concerns and Complaints Procedure applies to concerns and complaints raised by students, parents, schools and third parties. It is important to note that raising a concern or complaint will not adversely affect a student's opportunities at The Clubs.
5. A '**Concern**' is defined as an expression of worry or doubt over an issue considered to be important for which reassurances are sought. A '**Complaint**' is an expression of dissatisfaction however made about actions taken or a lack of action.

Part 1: Raising a Concern

6. The Clubs take very seriously Concerns raised by students, parents, schools and third parties about any aspect of The Clubs, or a student's wellbeing, and strives to resolve them at an early stage in a fair, transparent and constructive fashion.
7. The Clubs encourage to raise Concerns early so as to resolve them swiftly and informally. A Concern should normally be raised with the member of the teaching staff most directly involved in the matter giving rise to the Concern ("**Relevant Staff Member**") directly via telephone, email or in person. Alternatively, a Concern may be raised with The Clubs' *office or head of The Clubs*, Renshi Debi Steven. The Relevant Staff Member, *the office* or the Head of The Clubs will respond as soon as practicable, and in any case within three business working days. In case the process will take longer than three business working days, the person raising a Concern should be informed accordingly.
8. If requested by the person raising a Concern, or the Relevant Staff Member, and where appropriate, the *office* or Head of The Clubs may facilitate, and be present at, a meeting between the person raising a Concern and the Relevant Staff Member.
9. All Concerns will be dealt with confidentially. The parties may record the outcome of their discussions including any proposals on how to address the Concern by using the form enclosed as **Annex 1** to this procedure.

Part 2: Raising a Complaint

I. Principles

10. The Clubs will address Complaints in an impartial and non-adversarial manner. It will investigate a Complaint fully and fairly. The Complaint including all correspondence and material relating to it will be treated as confidential.
11. The Clubs aim to respond in substance to a Complaint within seven business working days and to keep the complainant informed of the progress. The Clubs aim to address all the points raised in a Complaint and to provide an effective and appropriate response.
12. A record of the Complaint, any correspondence as well as any related documentation will be held by The clubs' office.

II. Making a Complaint

13. Parents, students, schools and third parties may raise a Complaint when a Concern has previously been raised and, in the opinion of the complainant, has not been satisfactorily addressed. A complaint may also be raised in case of dissatisfaction about actions taken or a lack of action by The Clubs.

14. A Complaint must be made by using the Complaint Form (**Annex 2** to this Concerns and Complaints Procedure) or in writing. Should the Complainant have communication preferences due to disability, learning difficulties or similar issues, The Clubs will allow alternative methods of making a Complaint. In such cases, The Clubs will record the Complaint as appropriate.

15. The Clubs will normally acknowledge receipt of the Complaint in writing to the complainant within three business working days.

III. Investigating Complaints

16. The person investigating the Complaint will make sure that they:

- establish what has happened so far, and who has been involved;
- clarify the nature of the Complaint and what remains unresolved;
- meet with the complainant or contact them;
- clarify what the complainant believes would resolve the matter;
- interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- conduct the investigation including an interview with an open mind and be prepared to persist in the questioning; and
- keep notes of interviews, meetings and telephone calls.

IV. Resolving Complaints

17. At each stage in the procedure the Clubs will keep in mind that, where possible, a Complaint should be resolved swiftly and amicably, and that there may be multiple ways in achieving this. It might be sufficient to acknowledge that the Complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- an apology;
- an explanation;
- an admission that the situation could have been handled differently or better;
- an assurance that the event complained of will not recur;
- clarification of any misunderstandings that might have occurred
- an explanation of the steps that have been taken to ensure that it will not happen again; and/or
- an undertaking to review The Clubs policies in light of the Complaint.

18. Complainants are encouraged to state what actions they feel might resolve the problem at any stage. At each stage of the procedure, The Clubs will attempt to identify areas of agreement between the parties, and to clarify any misunderstanding that might have occurred, in order to create a positive atmosphere in which to discuss and resolve the Complaint.

19. Acknowledging that a Complaint is valid in whole or in part, or any other means of resolving a Complaint set out above, is not an admission of negligence or liability.

20. The Clubs will record the progress and the outcome of each stage of the Complaint process. Moreover, the parties may record the outcome of their discussions including any proposals on how to address the Complaint by using the form enclosed as **Annex 1** to this procedure.

V. Unreasonable Complaints

21. The Clubs are committed to dealing with all Complaints fairly and impartially, and to providing a high quality service to those who complain. The Clubs will not normally limit the contact complainants have with The Clubs. However, The Clubs do not expect its staff to tolerate unacceptable behaviour and will take actions to protect staff from such behaviour, including behaviour which is abusive, offensive or threatening.

22. The Clubs define unreasonable complainants as those who, because of the frequency or nature of their contacts with The Clubs, hinder The Clubs' consideration of their or other people's complaints.

Part 3: The Formal Complaints Procedure

I. The Stages of Complaints

23. The formal complaint procedure has two stages:

- Stage one: complaint heard by The Clubs' Staff
- Stage two: complaint heard by The Clubs' Office; and or by the Head of The Clubs.

II. Stage One: Complaint heard by The Clubs' Staff

24. When a formal complaint is received by The Clubs' Staff, it will be handled first by the Staff Member concerned. If not immediate resolution can be found, the complaint will be escalated to the Clubs' Office and/or Head of the Clubs. The Staff Member will immediately inform The Office and/or Head of the Clubs about any complaints/concerns raised and will keep the Office and/or Head of the Clubs informed about the progress/stages of the complaint.

25. In appropriate cases, the Staff Member may delegate the investigation of the Complaint but not the decision on the action to be taken to a member of his or her staff. In doing so, the Staff Member will take into account that the first contact between the complainant and The Clubs' Staff or The Club can be crucial in determining whether the Complaint will escalate.

26. The Complaint must be investigated appropriately as set out in Part 2 of this Concerns and Complaints Procedure. After having acknowledged receipt of the Complaint within three business working days, The Clubs' Staff Member or, where appropriate, The Office or The Head of the Clubs, will normally respond to the Complainant in substance as per Part 2 of this Concerns and Complaints Procedure within seven business working days. In case the process will take longer than seven business working days, the complainant should be informed accordingly.

III. Stage Two: Complaint heard by The Clubs' Office and/or the Head of the Clubs

27. If the complainant is dissatisfied with the response received at Stage One, he or she is entitled to appeal to The Clubs' Office and/or the Head of the Clubs. The Stage 2 Complaint must be in writing. The Office may delegate the task of collating the information to another staff member but not the decision on the action to be taken.

28. In some cases, depending on the nature or topic of the complaint, the Office and/or Head of the Clubs may offer to have a meeting with the complainant at the outset of the Stage 2 process.

29. The Office and/or The Head of the Clubs may formally reject further investigations of the Complaint if, in his or her judgment, the Complaint:

- Was received too long after the alleged incident for realistic investigation to take place;
- Does not identify specific actions or incidents that are capable of being investigated;
- Refers only to issues that have already been determined;
- Raises only minor matters that should have been resolved in discussion with the staff member involved; or
- Is vexatious or abusive.

30. The Office and/or Head of the Clubs will consider both the original Complaint and the process followed during Stage 1. It is normally expected that the Stage 2 process would be completed within seven working days. In case the process will take longer than seven business working days, the complainant should be informed accordingly.

31. After considering the matter, The Office and/or The Head of the Clubs can:

- discuss with the complainant what action may need to be taken to resolve it;
- uphold the Complaint and direct that certain action be taken by The Clubs to resolve it;
- uphold the Complaint in part and direct that certain action be taken to resolve the aspect that the Office or Head of the Clubs find in favour of the complainant.

Part 4: Matters exempt from the Complaints Procedure

32. This Concerns and Complaints Procedure does not apply to Concerns or Complaints regarding the following decisions or similar matters:

- Grades of individual Students;
- Syllabus; and
- Exams/Gradings.

33. Complaints regarding these decisions are within the autonomy of The Head of the Clubs. Moreover, this Concerns and Complaints Procedure does not apply to concerns and complaints raised by The Clubs' staff.

Annex 2: FSKA and Pee-Wee Karate (The Clubs) Complaints Form

Name:

Name of student(s), class, grade and your relationship to them (where applicable):

Contact address:

Contact telephone day:

Contact telephone mobile:

Contact email address:

Details of the complaint:

Date _____

Action taken so far (including staff member who has dealt with it so far) or solutions offered:

The reason that this was not a satisfactory resolution for you:

What action would you like to be taken to resolve the problem?

Signed: _____ Date: _____

Official use
Date received: _____ Signed: _____