

BRITISH TAEKWONDO COUNCIL

Complaints Policy

Version	Author	Changes	Date	Next Review Date
2	Trevor Nicholls		May 2018	May 2020
3	Trevor Nicholls	Reformatted	May 2020	May 2022
4	T Humphries	Full review to align with new Adult Safeguarding policy, National Code of Sports Governance 2021 and appointment of the BTC Safety and Welfare Lead.	Dec 2023	Dec 2026
5	T Humphries	Inclusion of timeframes for appeal and BTC's right to legal recourse.	Sep 2024	Dec 2026

The procedure described below is to enable any individual or organisation wishing to make a general complaint against a British Taekwondo Council (BTC):

- Instructor/Coach
- Instructor's Assistant
- Official
- Student
- Parent/Carer
- Volunteer
- Member association

NB: If the matter relates to safeguarding of a child or vulnerable adult, please communicate directly with an Association Safeguarding Lead of the BTC Member Organisation, the BTC Lead Safeguarding Officer, Police or Social Services, as detailed in the BTC Safeguarding Children and BTC Safeguarding Adults in Sport Policies.

1. In the first instance, discuss the matter with the club instructor/coach, if they are not the subject of your concern. If you do not achieve a satisfactory resolution or they are the subject of your concern, you are advised to communicate in writing to a designated support officer of the relevant BTC Member Organisation. If this does not resolve the issue, please send copies of all correspondence to date, with a covering letter for **the attention of the BTC Lead Safeguarding Officer**, to:

By email: email@tkdcouncil.com

and by post, if necessary, to: British Taekwondo Council
130 Barrows Green Lane
Widnes
Cheshire
WA8 3JJ

2. The BTC Lead Safeguarding Officer will acknowledge receipt of your communication, investigate the matter and provide an initial response in writing (by email) within 10 working days.

3. If, within 5 working days, you are dissatisfied with the response from the BTC, you may appeal and request that the matter be reviewed by the BTC Board Welfare and Safety Lead, who will provide their response within 5 working days.
4. If this does not achieve a resolution, options for independent review by an appropriate sports authority will be provided.
5. BTC reserves the right to take legal action in the event of persistent and vexatious complaints when the matter in question has been ruled on by an independent authority.

