

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

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 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 you do not achieve a satisfactory resolution, 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 to:

BTC Safety and Welfare Lead
British Taekwondo Council
130 Barrows Green Lane
Widnes
Cheshire
WA8 3JJ

2. The BTC Safety and Welfare Lead will acknowledge receipt of your communication and investigate the matter.
3. The BTC Safety and Welfare Lead will advise in writing the outcome of the investigation.
4. If you are dissatisfied with the response from the BTC, you may wish to refer the matter on to an appropriate external/national body.