

Safeguarding Code in Martial Arts Complaints and Appeals Procedure

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Section one: Overview

About this procedure

If you are dissatisfied with a service that we have provided or feel we have treated you unfairly you may wish to make a complaint or appeal a decision. This document sets out our complaints policy, explains how to make a complaint and tells you what you can expect from us if you do.

Guiding principles

1. We are committed to resolving complaints effectively and without undue delay. Wherever possible we will try to resolve complaints and appeals informally but if we can't we provide a clear escalation route that is fair and impartial.
2. If we have got something wrong, we will apologise and take prompt action to put the matter right. If we can resolve your complaint by clarifying our position or explaining our decision-making process, we will do so.
3. We will be open and honest and ensure that you are not disadvantaged in your future dealings with us as a result of your complaint or appeal.
4. We will respect your privacy and ensure that your complaint/ appeal is treated confidentially.

Complaints and appeals we can help with

You can ask us to consider a complaint:

- If you feel we have provided poor customer service or treated, you unfairly
- If you feel we have failed to properly follow one of our procedures or policies
- If you feel we have not reached a decision properly and you would like to appeal against it

Complaints we can't help with

Generally speaking, we will not be able to consider your complaint:

- If you wish to make it anonymously
- If you wish to disagree with a decision that was reached properly and in accordance with our policies and procedures
- If your complaint is about an NGB, sport or another organisation

Section two: Complaints

General information

- Complaints and appeals should be made in writing
- We ask you to set out the reasons for your dissatisfaction clearly, provide copies of any background information you consider relevant and outline any action you think we could take to resolve the matter
- Complaints should be made within 90 days of the incident giving rise to your concern. We may, at our discretion consider complaints and appeals raised after 90 days if there has been an understandable reason for the delay
- If you make a complaint/ appeal a decision, we will ask you to provide your name and contact details; we will only use this information for the purposes of handling your complaint and will not disclose it to anyone else
- We may need to contact other parties (without disclosing your identity) in order to properly investigate your complaint. If you do not wish us to do so you must tell us although we reserve the right to refer serious matters to relevant enforcement authorities at any time
- We will acknowledge your complaint or appeal within three working days and provide you with contact details for the member of staff looking into the matter
- We will aim to provide a response to all complaints and appeals as quickly as possible within twenty working days but if we need longer to consider your complaint we will explain why and tell you when you can expect to receive a response

If, at any stage, you are unclear about how to make a complaint or appeal a decision and feel you need further advice you should contact info@nwgnetwork.org

Complaints about our actions

If, having read the sections above regarding our complaints policy, you decide to wish to raise a complaint or appeal about:

- Customer service or the way we have treated you
- Our failure to properly follow one of our procedures or policies
- Our failure to reach a decision properly such as removing your permissions for use of the Safeguarding Code “mark” and featuring on our map

The following information sets out how we will handle your complaint/ appeal and explains how we will seek to provide you with a satisfactory response.

Informal complaint

We hope that most complaints can be settled quickly and as close to the source of the problem as possible. Therefore, if you are dissatisfied with a service we have provided or any other aspect of our contact with you should initially contact the member of staff in question and ask them to help you to resolve the matter.

The member of staff will work with you to understand why you are dissatisfied and, if possible, take action to resolve the matter immediately and informally. We will aim to resolve any informal complaint within twenty working days. If it becomes apparent that informal resolution will not be possible your complaint will be escalated for consideration as a formal complaint straightaway.

We recognise that there may be circumstances under which you might prefer not to contact the member of staff in question. In these cases, you should contact the Safeguarding Code in Martial Arts Project Manager Jo Aldridge in the first instance. You can reach her on jo@nwgnetwork.org

Formal complaint

If you remain dissatisfied after contacting the member of staff concerned you should write to Safeguarding Code in Martial Arts Project Manager Jo Aldridge in the first instance. You can reach her on jo@nwgnetwork.org

The Project Manager will look into your complaint personally. She will review the facts and consider any information you have provided us with. At the end of your formal complaint we will write to you to tell you the outcome and explain any action we propose to take.

We will aim to provide a response as quickly as possible within twenty working days but if we need longer to consider your complaint we will explain why and tell you when you can expect to receive a response.

Appeal

In some circumstances you may wish to appeal a decision or feel that your complaint was not handled correctly. If your complaint is still not resolved or you feel our Project Manager has made the wrong decision, you can ask Jon Dawson, Chief Operating Officer, NWG Network to investigate the matter. You can reach him at jon@nwgnetwork.org

He will review the facts; consider any information you have provided us with and also review our prior handling of your complaint.

After considering your appeal they will write to you to tell you the outcome and explain any action that we propose to take

We will aim to provide a response as quickly as possible within twenty working days but if we need longer to consider your appeal we will explain why and tell you when you can expect to receive a response.