



## Complaints Policy

Version: V2

Effective Date: 08th May 2026

Review Date: 08th May 2029

Taekwondo Council UK (TCUK) | [www.tkdngb.co.uk](http://www.tkdngb.co.uk)

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### 1. Introduction

Taekwondo Council UK (TCUK) is committed to promoting a safe, respectful, inclusive, transparent, and professionally managed environment across all affiliated activities.

TCUK recognises the importance of addressing concerns and complaints fairly, proportionately, sensitively, and efficiently.

This policy outlines the arrangements for raising, receiving, managing, and responding to complaints relating to TCUK-affiliated activity.

This policy should be read alongside relevant safeguarding, whistleblowing, disciplinary, grievance, governance, and conduct policies where applicable.

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### 2. Purpose

The purpose of this policy is to:

- provide a clear and accessible complaints process,
- encourage concerns to be raised appropriately,
- support fair and proportionate handling of complaints,
- promote transparency and accountability,
- support safeguarding and participant welfare,
- and ensure complaints are managed consistently and appropriately.

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### 3. Scope

This policy applies to complaints involving:

- participants,
- students,
- instructors,
- officials,
- volunteers,
- spectators,
- affiliated organisations,
- Board and Committee members,
- and individuals involved in TCUK-affiliated activity.

This policy applies to complaints relating to:

- conduct,
- safeguarding,
- participant welfare,
- discrimination,
- bullying,
- governance concerns,
- breaches of policy,
- organisational conduct,
- operational matters,
- or behaviour that may negatively affect individuals or the organisation.

This policy does not replace:

- safeguarding procedures,
- whistleblowing procedures,
- disciplinary processes,
- grievance procedures,
- appeals arrangements,
- or statutory reporting obligations,

but may operate alongside them where appropriate.

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#### **4. Informal Resolution**

Where appropriate and safe to do so, individuals are encouraged to seek informal resolution of minor concerns through respectful discussion with the relevant person, instructor, organiser, club, or appropriate contact.

Informal resolution may not be appropriate where concerns involve:

- safeguarding,
  - abuse,
  - discrimination,
  - bullying,
  - unlawful behaviour,
  - serious misconduct,
  - or significant welfare concerns.
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#### **5. Formal Complaints**

Where concerns cannot be resolved informally, or where the matter is more serious, a formal complaint may be submitted.

Complaints should normally:

- be submitted in writing,
- include relevant details and supporting information where available,
- and be raised as soon as reasonably practicable.

Complaints may be submitted through:

- designated organisational contacts,
- governance channels,
- safeguarding reporting routes,
- or other appropriate reporting arrangements.

Current safeguarding contacts, reporting routes, governance information, and support guidance can be found via the TCUK website:

Safeguarding:

<https://tkdngb.co.uk/en/members-area/safeguarding>

Inclusion:

<https://tkdngb.co.uk/en/members-area/inclusion>

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## **6. Safeguarding and Serious Concerns**

Where complaints involve:

- safeguarding,
- abuse,
- participant welfare,
- children or adults at risk,
- discrimination,
- bullying,
- unlawful behaviour,
- or serious misconduct,

the matter may be managed in accordance with relevant safeguarding, disciplinary, whistleblowing, or statutory procedures.

Safeguarding and participant welfare will always take priority where applicable.

Where there is immediate risk of harm, emergency services or relevant statutory authorities should be contacted immediately.

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## **7. Handling of Complaints**

TCUK will seek to:

- manage complaints fairly and proportionately,
- treat individuals respectfully,
- maintain confidentiality where reasonably practicable,
- avoid conflicts of interest,
- and ensure concerns are considered appropriately.

Complaints may result in:

- informal resolution,
- safeguarding intervention,
- mediation,
- investigation,
- disciplinary action,
- governance review,
- welfare support measures,
- risk management action,
- or referral to external agencies where appropriate.

Not all complaints will result in formal disciplinary action.

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## **8. Appeals**

Where applicable, individuals may request a review or appeal of a decision in accordance with relevant disciplinary, governance, or appeals procedures.

Appeals should normally:

- be submitted in writing,
  - identify the grounds for appeal,
  - and be submitted within any stated timeframe where applicable.
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## **9. Confidentiality and Record Keeping**

TCUK will seek to:

- manage information responsibly,

- maintain confidentiality where reasonably practicable,
- comply with applicable data protection requirements,
- and retain records appropriately in accordance with governance, safeguarding, and legal obligations.

Information may be shared where necessary for:

- safeguarding,
  - investigation,
  - participant welfare,
  - legal obligations,
  - or risk management purposes.
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## **10. Governance and Oversight**

TCUK will maintain appropriate governance oversight arrangements for complaints management.

Oversight may involve:

- safeguarding personnel,
- governance leads,
- disciplinary arrangements,
- Board oversight,
- independent advice,
- or external agencies where appropriate.

Conflicts of interest should be managed appropriately throughout the process.

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## **11. Review and Governance**

This policy will be reviewed periodically to ensure continued alignment with:

- safeguarding standards,
  - governance expectations,
  - participant welfare,
  - inclusion commitments,
  - complaints handling best practice,
  - and applicable legal obligations.
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## **Conclusion**

Taekwondo Council UK is committed to promoting a culture of fairness, accountability, safeguarding, participant welfare, and respectful conduct.

All individuals involved in TCUK-affiliated activity are encouraged to raise concerns appropriately in order to support safe, inclusive, and professionally managed Taekwondo participation.

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## **Approval**

Approved operationally by: TCUK CEO & Safeguarding Team

Date: 08th May 2026

Version: V2

Subject to formal Board ratification at the next Board meeting

Next Review Date: 08th May 2029