



Complaint's Policy



**Complaints Policy
Board Approved**

The Complaints Process is outlined in the KBI Constitution and can change following AGM.

Current Extract:

8.B

The Ethics & Discipline Committee shall:

deal with matters relating to or arising out of the conduct of members and students or written letter of complaint to the executive committee

Conduct disciplinary hearings,

Handle the investigation of complaints and grievances,

Devise a procedure for dealing with complaints and grievances,

Advise the executive committee on proposed sanctions to be imposed if applicable. Draft and maintain codes of good practice.

Follow the IMAC complaints procedure/policy

In the event a complaint relates to a minor, the complaint will be immediately reported to IMAC and any relevant body as deemed necessary, following the ISC code of Ethics guide book and policy. All decisions of the Ethics & Discipline Committee must be approved by the Executive Committee

9: Complaints Procedure.

In the event of a complaint against any member of KBI, or Club, being brought to the attention of any member of the KBI - the following procedure should be strictly adhered to.

- a) The person to whose attention the complaint has been brought shall immediately inform the Secretary (or if the complaint is against - or associated with - the Secretary, then one other member of the Officer board may be informed instead.) - and nobody else.
- b) The person shall ask the Complainant to put the details of the complaint in writing and to forward them to the Secretary, or relevant Officer, of KBI - without delay
- c) Strict confidentiality, in relation to both the complainant and the person complained about, shall be maintained at all times.
- d) The Secretary shall immediately inform the Chairperson or, if the Chair is not available (or if the complaint is against - or associated with - the Chair) - one other member of the Executive, of the details of the complaint.
- e) The matter shall be brought to the attention of the full Executive at the next Exec meeting and, if the person complained about is a member of the KBI
- f) The Executive will appoint a three person Committee, (from the Executive Committee (including Shadow Executive members) and representing different Systems) to investigate the complaint. This Committee will report back to the Executive at its earliest convenience.

- g) If the person complained about is not a member of the Commission:
- h) The details of the complaint, as they are then known and without further investigation will be forwarded to the Irish Sports Council.
- i) In exceptional circumstances, when the investigation of the complaint could lead to criminal proceedings, the Secretary & Chairperson, (or the two relevant officers) at their discretion and in the interests of safeguarding a thorough investigation, may decide to with-hold the identity of the complainant, or the person being complained about, from the full Executive until such time as the Committee has reported back.
- j) The Executive Committee will then, and only then, (operating on a two-thirds majority basis), determine if the complaint is justified, whether or not it warrants disciplinary action and what action it shall take.
- k) The full membership of KBI and the president of IMAC must be informed of any disciplinary action taken under such circumstances.
- l) The Executive, at their discretion, may decide to with-hold the identity of the complainant, or the person being complained about, from the full membership.
- m) If any member is found to be misusing this procedure by initiating a false complaint / allegation or exaggerating a valid complaint / allegation - they will be dealt with under of the KBI. Constitution (bringing the sport of Kickboxing into disrepute).
- n) In light of the extraordinary damage to a person's character and life that a false rumor/s can induce:
- o) KBI considers the starting or perpetuating of such rumors as reprehensible and, if proven, as grounds for initiating serious disciplinary action - as outlined in the KBI constitution.

The Executive shall appoint a committee to look into anonymous complaints –

Updated Jan 2021