



Perth Shotokan Karate Academy

Registered Charity Number: SC045582

Unit 8 Inchcape Place, Perth, PH1 3DU

www.perth-shotokan-karate-academy.com

Complaints FAQ

Please find below some frequently asked questions on how to complain effectively:

Q1 Is the complaint worth pursuing?

In general, genuine complaints, with a clear expected outcome, based on facts and evidence do get resolved to the complainant's satisfaction, however, we have found that complaints of a personal nature do not.

We have found that the complainants pursuing complaints based on personal vendettas and attacks leave the complainant feeling disheartened and vulnerable, even if the complainant was never in the wrong.

It should also be appreciated that complaints require a lengthy process and significant time and emotional commitment from start to finish. We ask that complainants consider whether they are prepared for this rough and often dissatisfying pursuit.

We strongly suggest that if your complaint is of a personal nature, that you consider leaving the issue. However, if your complaint falls into one of the following categories, then do consider going through the procedure:

1. Child Protection
2. Welfare and Safety
3. Significant Financial Loss to Member / Club

The three examples listed above are not the only complaints that clubs are obliged to hear, these are recommendations from various sources, however, all members still have the right to complaint.

Q2 If I have decided to pursue my complaint what should I do – NEXT STEPS?

We recommend that you:

1. Look to resolve your complaint informally by speaking initially with the club chairperson or secretary. It is hoped that many complaints can be resolved through conciliation without going to a formal process.
2. Speak to the club secretary to advise them of the nature of your complaint and request a copy of the club's "Complaint Procedure".
3. Address your complaint in writing to the appropriate person detailing the matter(s) with which you are dissatisfied and the reason for your dissatisfaction and what if anything you have done to resolve the situation. This should be done using the correct form which can be obtained by contacting the club secretary.
4. Adhere to the timeframe detailed within the club's procedures. If your complaint falls out with the detailed procedure, but you have been managing the complaint with the club informally since the incident in question, then highlight the steps you have taken to date in your letter of complaint. If you



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have not been managing the complaint informally, and you are out with the outlined timeframe, do not proceed with your complaint. In this case, the club is under no obligation to undergo their procedure.

Q3 What if I begin to feel overwhelmed and emotional?

We recommend that you stay focused and rational and remember the outcome that you are looking for.

If things are getting too personal and/or if you believe that the outcomes you are striving for simply cannot be achieved, we advise that you make a judgement on whether to pursue or drop the case. Sometimes the best option for the member/family involved is to move to a neighbouring club with a fresh start.

Q4 Do you need to remain at this club?

If you believe you have a genuine complaint, we suggest you speak to other parents as they may be feeling the same way. The more complaints about the same issue will help the club recognise that they have a problem, however, if other parents are not concerned about your complaint and believe this is how the club operates you may have to accept this and look to move on to another club.