

KARATE *& Dance* **FEDERATION**

Karate & Dance Federation

***Complaints & Compliments
Policy***

Policy Overview Information

Policy Title	Complaints & Compliments
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Policy Logistics

This policy is intended for the Karate & Dance Federation, which means that both companies within this umbrella organisation must adhere to the policies and procedures in place. These companies are: Central Karate Academy CIC and Midlands Dance Academy Ltd.

Umbrella organisation and governance structure

The Karate & Dance Federation operates as an umbrella organisation responsible for the strategic governance, safeguarding oversight, and operational standards applied across its constituent entities. While Central Karate Academy CIC and Midlands Dance Academy Ltd are separate legal entities with distinct legal structures, they function collectively under the Federation for the purposes of policy implementation, safeguarding assurance, quality control, and risk management.

All policies issued under the name of The Karate & Dance Federation establish a single, consistent framework of expectations, procedures, and standards that apply across both organisations. This ensures that children, families, staff, volunteers, and external partners experience the same level of protection, professionalism, and accountability regardless of which legal entity is delivering a particular activity.

Where statutory, regulatory, or reporting obligations differ due to the legal status of each entity, those obligations are met within the relevant organisation. However, the highest standard of practice set out within Federation policy will always apply. No individual, department, or entity operating within the Federation may adopt a lower standard than that required by Federation policy.

Ultimate responsibility for ensuring compliance with Federation policies sits with the Federation's senior leadership, who retain oversight of safeguarding, health and safety, professional conduct, and quality assurance across all activities delivered under the Federation name.

1. Policy statement and commitment

The Karate & Dance Federation is committed to delivering high-quality, safe, and inclusive karate and dance provision. Feedback from students, parents, carers, and partners is welcomed as an important tool for continuous improvement.

This policy sets out how complaints and compliments are received, managed, and responded to in a fair, transparent, and timely manner. The Federation is committed to listening carefully to concerns, addressing issues constructively, and learning from feedback.

Raising a concern or complaint will not result in disadvantage, discrimination, or detriment to the individual raising it.

2. Scope and application

This policy applies to all complaints and compliments relating to Federation activities, services, staff, volunteers, policies, or procedures.

The policy applies to feedback received from students, parents, carers, staff, volunteers, partner organisations, and members of the public.

Safeguarding concerns are managed in accordance with safeguarding procedures and may be addressed separately from this policy where required.

3. Definitions

A complaint is an expression of dissatisfaction about an aspect of Federation provision, conduct, or decision-making that requires a response or resolution. A compliment is an expression of positive feedback, appreciation, or recognition relating to Federation activities, staff, or services.

Informal concerns are issues raised at an early stage that may be resolved quickly without the need for formal escalation.

4. Principles for handling complaints

Complaints are handled with fairness, respect, and impartiality. The Federation seeks to resolve issues at the earliest appropriate stage and encourages open communication.

All complaints are taken seriously and handled confidentially, with information shared only on a need-to-know basis.

Responses are proportionate to the nature of the complaint and aim to provide clear explanations and appropriate outcomes.

5. Informal resolution

Where appropriate, individuals are encouraged to raise concerns informally in the first instance. Many issues can be resolved quickly through discussion and clarification.

Informal concerns may be raised with an instructor, administrator, or senior member of staff, depending on the nature of the issue.

Where informal resolution is not appropriate or unsuccessful, the matter may be progressed to the formal complaints process.

6. Formal complaints process

Formal complaints should be submitted in writing and include relevant details, dates, and desired outcomes.

Upon receipt of a formal complaint, the Federation acknowledges it promptly and outlines the process and expected timescales.

Complaints are investigated by an appropriate senior individual who is not directly involved in the matter where possible. Findings are based on available evidence and information.

A written response is provided outlining the outcome, actions taken, and any recommendations.

7. Escalation and review

If a complainant is dissatisfied with the outcome of a formal complaint, they may request a review by senior leadership or the governing body.

The review process considers whether procedures were followed correctly and whether the outcome was reasonable.

The outcome of the review is communicated in writing and is considered final within the Federation's internal processes.

8. Complaints involving safeguarding or serious misconduct

Complaints that involve safeguarding concerns, allegations of abuse, or serious misconduct are managed in line with safeguarding policies and may involve external agencies.

Such complaints may take precedence over standard complaints procedures and require immediate action.

9. Managing unreasonable or persistent complaints

The Federation recognises that most complaints are raised in good faith. However, behaviour that is aggressive, abusive, or unreasonable will not be tolerated. Where complaints become persistent or vexatious, the Federation may apply proportionate measures to manage communication while ensuring concerns are still considered fairly.

10. Compliments and positive feedback

Compliments and positive feedback are welcomed and valued. They are shared with staff and volunteers to recognise good practice and boost morale. Positive feedback is also used to identify strengths and inform service development.

11. Record keeping and confidentiality

Records of complaints and compliments are maintained securely and in accordance with data protection requirements.

Records are used to monitor trends, identify learning, and improve practice.

12. Monitoring, learning and improvement

The Federation reviews complaints and feedback regularly to identify recurring issues and opportunities for improvement.

Learning from complaints informs policy review, training, and service development.

13. Policy review

This policy is reviewed annually or sooner if required due to changes in legislation, guidance, or organisational practice.

14. Policy breaches

Failure to comply with this policy may result in disciplinary action where appropriate.