



# Northern Ireland Karate Board

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(<http://www.nikg.org>)

# Complaints Policy



# Complaints against the Governing Body

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1. A complaint against the N.I.K.B., N.I.K.B. Officials or member organisations of the N.I.K.B.
2. Complaints against the N.I.K.B., N.I.K.B. Officials or member organisations of the N.I.K.B. should preferably be made in writing and addressed to NIKB Honorary Secretary. The address for written complaints can be obtained from the secretary by emailing [secretary@nikb.org](mailto:secretary@nikb.org).
3. The complaint should state clearly the nature of the complaint and, if appropriate, provide copies of any related documentation and supporting evidence. The complainant should also state the remedy they are seeking.
4. The Secretary to N.I.K.B. will:
  - a. acknowledge receipt of the complaint without delay
  - b. investigate the complaint
  - c. endeavour to provide a response to the complaint within six weeks (30 working days) and, if this is not possible, provide the complainant with an interim statement.
5. The written response of the Secretary to N.I.K.B. will include details of any arrangements for pursuing the matter with any independent bodies.
6. The Secretary to N.I.K.B. will keep the President informed of the situation and will provide the N.I.K.B. with a written statement of the nature of the complaint and the response at the next N.I.K.B. Body meeting. Such a report shall be circulated to members within ten working days of the response of the Secretary to the complainant so that members are aware of the situation.
7. When carrying out an investigation on a complaint against the Governing Body or an individual member of the Governing Body, the Secretary to the Governing Body will have the authority to refer issues to the Governing Body's auditors (external and/or internal) or other appropriate advisers.
8. A complaint against the Secretary to the Governing Body shall be forwarded to the President of the Governing Body for investigation and response. Address for letters for the attention of the President of the Governing Body and be obtained by emailing [president@nikb.org](mailto:president@nikb.org) who will by return give you the address to post any complaints to. The approach to be adopted by the President of the Governing Body in investigating and responding to a complaint will be the same as that outlined above with regard to complaints against the Governing Body and individual members of the Governing Body.
9. If a complainant is not satisfied with the outcome of their complaint, they may wish to write to an independent authority such as Sport NI, MLA, Local Sports Associations etc.