



JAPAN KARATE FEDERATION
GOJUKAI
AUSTRALIA

ARBN 609 728 396
(Incorporated in South Australia
with limited liability of members)

Registered Office
6 Newton Street
Whyalla, SA 5600

GRIEVANCE PROCEDURE

Introduction

The purpose of this Grievance Procedure is to provide a consistent process for reporting, assessing, and dealing with Grievances arising from All Japan Karate Federation Gojukai Australia (**JKFGA**) events, seminars, or championships (JKFGA Activities).

This procedure is applicable for the reporting of any breaches of the JKFGA Code of Behaviour and other policies endorsed by the JKFGA Committee from time-to-time.

This procedure does not apply to the protesting of competition results, which shall be handled in accordance with the rules of competition and as directed by the Chief Referee for the competition.

Except where a matter is referred to a statutory authority, any person that is the subject of a Grievance will be provided an opportunity to represent their perspective to the investigating committee prior to any action being taken by the JKFGA Committee.

Grievance Procedure

Reporting of grievances

Any participant in a JKFGA Activity may report a grievance in writing by email to complaints@jkfga.com.au

All complaints must include:

1. The name and contact details (phone, email address) of the complainant
2. Where the complainant is not a member of JKFGA the name and contact details of a sponsoring member
3. A statement of the behaviour or activity being complained about, including the time, date, location, and JKFGA Activity at which the offending occurred
4. Identification of any redress being sought (eg. Apology)

5. Where possible, complaints should also include the details of any witnesses that can corroborate the complainant's accusation

Complaints not containing all necessary information will be returned to complainants for completion or reconsideration.

Investigation of grievances

All complaints will be investigated by an investigating committee established as a sub-committee of the JKFGA Committee to ensure impartiality and independence.

The investigating committee will contact the complainant, the offender and any relevant witnesses to form a view on the complaint.

The investigating committee will provide the President of the JKFGA Committee a written report outlining recommendations for resolution and the reason for those recommendations.

If the President of the JKFGA Committee is the subject of the complaint, the Vice-President shall undertake the role of the President for the purpose of this Procedure

Resolution of grievances

On receipt of the recommendation from the investigating committee the President shall enact those recommendations which may include:

1. Expulsion or suspension of the offender from the JKFGA and advising the complainant of the outcome
2. Advising the offender of such apology or change in behaviour as expected to resolve the matter and advising the complainant of the outcome
3. Convening a meeting of the parties to resolve the matter
4. Advising the complainant that the complaint could not be reasonably supported and no further action will be taken

Grievances concerning illegal behaviour

Where the investigating committee believes that a complaint is of a severity likely to constitute illegal behaviour such as harassment, bullying or discrimination, it must advise the complainant to refer the matter to the relevant statutory authorities for external investigation and provide any support requested.

In this circumstance, the offender will have their membership of JKFGA suspended and be barred from participation in JKFGA Activities until the external investigation or any subsequent actions are concluded.

Any conviction for illegal behaviour involving JKFGA Activities will result in Expulsion from the JKFGA.