



Worldwide Sports Aikido Federation (WSAF) Complaints Procedure

The information covers complaints relating to: -

- The WSAF as an organization
- Members of the Executive Council
- Full members
- Associate members

the procedures to follow, types of complaint and how they are dealt with.

In the first instance all complaints should be addressed to the Secretary at

Administration

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Complaints re Executive Council

Complaints about the Executive Council can be forwarded in writing to any member of the Executive Council. It will be their responsibility and duty to ensure the complaint is placed confidentially as an agenda item for the next Executive meeting.

All complaints will be handled in confidence and conform to the WSAF Privacy policy

Conduct and Complaints Procedure

A panel of three independent Executive members will review all complaints.

A Panel will be established on a case by case incident to investigate all legitimate complaints and code of conduct violations, and will ensure that each member is afforded equal rights and guaranteed a fair and open process regarding complaints / disciplinary measures.

The Panel aims to process all official complaints and disciplinary cases in a timely, effective and transparent manner and will ensure that procedures are in place for all members to be given the opportunity to practice Sports Aikido in a safe and fair environment.

The WSAF will investigate all complaints without prejudice and with due regard to the obligation upon the organisation to ensure natural justice.

All complaints will be dealt with in strictest confidence and, where possible, the name of the complainant will not be divulged.

The result of the investigation will be forwarded to an adjudication panel composed of not less than three members of the Panel who were not previously aware of the specifics of the case for a decision.

The Association/Individual against whom the complaint is being made will have the opportunity to submit a written defense or may also appear through Skype.

The decision will be communicated to the person making the complaint as well as the person against whom the complaint has been made.

An appeal may be made against the decision of the Panel to an Appeals Panel comprised of not less than three members of the WSAF Board. The appeal must be made in writing to the Secretary of the WSAF, within one month of the decision being advised, giving the basis on which the appeal is made (grounds of appeal).

Rules

- All complaints shall be received in confidence.
- Only complaints received in writing complete with name, address and signature of the person(s) making the complaint will be accepted for investigation. This does not apply to complaints involving any issue of a child protection nature.
- Anonymous and verbal only complaints will generally be disregarded. This is solely at the discretion of the Chairman of the Panel.
- Complaints involving child protection, physical assault, drugs or actions regarded, as bringing the sport of Aikido into disrepute should ALWAYS be passed on to the WSAF Council for investigation. This should be as soon as possible after the complaint has been made.
- Complaints sent directly to the BAA Executive Directors will be re-directed to the Complaints Panel for investigation.
- Under normal circumstances complaints will be dealt with through correspondence. However the complainant or the person(s) against whom the complaint is being made may Skype their case in person to the Complaints Panel.

Complaints and Conduct Panel Records

This to be done as soon as possible after the matter is closed. Details to include:

- a) Name(s) of person(s) making the complaint.
 - b) Is she/he/they members of the WSAF?
 - c) Name(s) of Person(s) / Group(s) against whom the complaint is being made.
 - d) Is she/he/they members of the WSAF?
 - e) Nature / details of the complaint.
 - f) Report of investigations.
 - g) Decision/penalty made.
 - h) Copies of letters sent to all involved parties advising of decision.
- When the decision has been reached both the person(s) making the complaint and the person(s) against whom the complaint has been made should be informed of the decision within one month of the decision being made.
 - The person(s) against whom the complaint has been made shall have the right of Appeal, offered this right at the time the notification of the decision is made.
 - Notice of Appeal must be made in writing addressed to the Secretary giving details of the basis of the appeal (grounds of appeal).
 - If an appeal is lodged then the other party must be notified upon receipt of the appeal.
 - The final Appeal Body shall be a Panel formed from the membership of the WSAF Directors, the Adjudication Panel

The following are general guidelines of recommended sanctions / penalties:

- i) Major Offence suspension or removal from the organisation
- ii) Medium Offence restriction of activity within the organisation
- iii) Minor Offence letter of reprimand

b) These penalties are guidelines and may be varied according to the circumstances of each case.

They may be in addition to any other penalty that may be imposed for the particular offence.

c) Repetition of an offence will carry increased sanctions.

Final Decisions

Final decisions made in each case shall be binding on all members. The WSAF Executive Councils Appeal Panel will be the final word on all disciplinary matters within the organisation, and this step represents the final internal option. The organisation will keep a record of all disciplinary actions in a secure database.

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