

# **THE KARATEDO FEDERATION OF HONG KONG, CHINA LIMITED**

## **COMPLAINTS POLICY**

### **Preamble**

1. The Karatedo Federation of Hong Kong, China Limited (the “Federation”) is committed to continuous improvement in its corporate governance and its day to day administration so as to achieve fairness as well as excellence in both efficiency and effectiveness. To this end, it welcomes feedback from all members, including both compliments and complaints.
2. In return, the Federation expects all members to behave responsibly, and complaints should be made in good faith, taking into account not just the self-interest of individual members but also the general interest of the Federation.
3. Accordingly, and bearing in mind the limited administrative resources under the disposal of the Federation, frivolous and vexatious complaints are discouraged and members engaged in such activities may be charged with non-compliance with the Federation’s Code of Conduct.
4. This Complaints Policy was supported by 74% of the votes cast at the Extraordinary General Meeting of the Federation on 12 May 2018. The General Committee of the Federation has the authority to refine and make minor adjustment to this Complaints Policy to suit changes in circumstances.

### **Scope and Application of this Policy**

5. Any member of the Federation will have the right to complain against members of the General Committee, Sub-committees, staff of the Federation or anybody or individual who has acted on behalf of the Federation for maladministration on grounds of efficiency, effectiveness, economy and fairness.
6. This Policy will only apply to complaints lodged in respect of maladministration.
7. For the avoidance of doubt, this Policy does not apply to
  - (a) administrative and management issues already decided by resolution at the General Meeting or Extraordinary General Meeting of the Federation; and
  - (b) non-administrative issues such as:
    - (i) eligibility and selection of athletes for joining the Federation’s feeder training programmes and the Hong Kong Sports Institute’s elite training programmes;
    - (ii) eligibility and selection of athletes for participation in overseas tournaments.

## **Lodging a Complaint**

8. Members making a complaint are encouraged to do so in writing and identify themselves. Anonymous complaints may not be handled.
9. All complaints should be made promptly and addressed to the Honorary Secretary of the Federation. They should include:
  - (a) background to the complaint;
  - (b) reasons for the complaint;
  - (c) relevant facts and documents to support the complaint;
  - (d) the remedy or remedies requested;
  - (e) the name, contact details and signature of the complainant.

## **Handling a Complaint**

10. The Honorary Secretary, assisted by the Senior Sports Executive, will handle all administrative complaints with a positive and open mind and with a view to:
  - (a) addressing the complainant's grievances, and
  - (b) identifying areas for improving corporate governance and enhancing the efficiency and effectiveness of the Federation.
11. Except for complaints which are straightforward and can be dealt with expeditiously, all complaints should be acknowledged by the Senior Sports Executive within 7 days of receipt.
12. The Honorary Secretary will decide on the most appropriate approach or combination of approaches to resolve a complaint, including but not limited to:
  - (a) mediation;
  - (b) investigation into the complaint to ascertain if it is justified;
  - (c) admitting mistakes and offer of apology to the complainant;
  - (d) entertaining the complaint's request for remedies;
  - (e) offer of explanation to the complaint why his complaint is considered unfounded;
  - (f) offer of explanation to the complaint why his/her request for remedies cannot be entertained;
  - (g) containing damage; and
  - (h) taking preventative measures to prevent a recurrence of the same mistake(s) identified in the complaint.
13. Complaints should be handled promptly. If a substantive reply cannot be made to the complainant within a month of receipt of the complaint, an interim reply should be given.

14. If the complainant is not satisfied with the reply provided by the Honorary Secretary, he/she may appeal to the Chairman of the Federation whose decision on the matter is final.