

GB Wushu Kungfu Federation (GBWKF)

(Honouring Heritage, Advancing Wushu in Britain.)



Complaints & Disciplinary Policy

Approved by: Board of Directors

Applies to: All Affiliated Groups, Officers, Coaches, Staff, Volunteers, Athletes and Officials

Review Cycle: Annual

Status: Mandatory Policy

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Purpose

The Great Britain Wushu Kungfu Federation (GBWKF) is committed to maintaining high standards of conduct, professionalism, and integrity across all federation activities. This policy outlines how complaints are handled and how disciplinary matters are managed fairly and consistently.

Scope

This policy applies to:

- All GBWKF members, coaches, officials, volunteers, officers, and affiliated clubs.
- All activities, events, competitions, seminars, and administrative processes under GBWKF.

Principles

- Complaints will be taken seriously and addressed promptly.
- Everyone will be treated with respect and fairness.
- Investigations will be impartial, confidential, and evidence-based.
- Disciplinary action will be proportionate and aligned with GBWKF standards.

Types of Complaints

- Conduct issues (behaviour, professionalism, code violations)
- Safeguarding concerns
- Club disputes
- Misuse of federation membership or branding
- Breaches of federation policies
- Discrimination, bullying, harassment
- Safety and operational concerns

Safeguarding concerns must follow the Safeguarding Policy and be reported immediately to the GBWKF Safeguarding Lead.

How to Make a Complaint

Complaints must be submitted in writing via:

- Email to the GBWKF Secretary – secretary@gbwkf.com
- Written letter to GBWKF HQ

Complaints should include:

- Name and contact details of the complainant
- Description of the issue

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- Date, time, individuals involved
- Any evidence or witnesses available

Anonymous complaints will be reviewed but may limit the ability to investigate.

Complaints Handling Process

Stage 1: Acknowledgement

GBWKF will acknowledge the complaint within 7 working days.

Stage 2: Initial Review

The designated officer (Secretary or Complaints Officer) will assess whether:

- More information is needed
- The case can be resolved informally
- It should move to full investigation

Stage 3: Investigation (if required)

An investigator will be appointed. They may:

- Interview relevant individuals
- Review documents or evidence
- Consult safeguarding or legal advisors if needed

Stage 4: Outcome

Possible outcomes include:

- No further action
- Mediation or informal resolution
- Written warning
- Suspension of membership
- Removal from coaching, judging, or volunteer roles
- Termination of membership

The outcome will be provided in writing.

Appeals

A member may appeal within 14 days, providing grounds such as:

- New evidence
- Procedural error
- Disproportionate action

Appeals are reviewed by an independent panel appointed by the GBWKF Board.