



Singapore Karate-Do Federation (SKF)

COMPLAINT & FEEDBACK MANAGEMENT POLICY

INTRODUCTION

The SKF complaint and feedback policy and procedure were setup with the purpose in mind to ensure feedbacks and complaints are handled in an effective manner in which we perform our functions and duties as a responsible NSA.

This procedure represents the commitment of the SKF to fair and transparent dealing with SKF affiliates and public lodging complaints and other feedback.

Complaints covered by this policy include:

- Complaints about communication between SKF and public.
- Complaints about communication between SKF MC and affiliated members/clubs.
- Complaints about the conduct of SKF.
- Complaints about alleged wrongdoing(s) or inappropriate behavior by the MC, National team. Officials or anyone that damages or serves potentially damaging to the reputation and image of SKF.
- Complaints seeking redress for individual grievances.
- Feedback to better improve NSA's working capacity and capabilities

AVENUE FOR COMPLAINTS AND FEEDBACK

There are existing channels within the organization for all for submitting complaints and to seek redress for their grievances. If anyone thinks that he/ she has been wronged in any matter by another person superior to him, he must first approach his club*. If the club is unable to resolve his/ her complain, the club's Hon. Secretary or the President should bring it to the attention of the Hon. Secretary, Vice President, Technical Director or the President of SKF.

Complaints, athletes and or participants should always attempt to resolve any disputes, feedback on a club level before escalating matters to the Singapore Karate-do Federation (SKF) Management Committee as a last resort.

Complaints and feedback are to be fully and clearly stated in writing.

For a quick view and understanding of how complains and feedback are processed and managed in the SKF please refer to **Annex A**.

SEEKING REDRESS THROUGH OUTSIDE PARTIES

SKF officials, national athletes, affiliated clubs and /or any participants are prohibited from taking up issues concerning SKF or SKF personnel to any party outside of the SKF without going through the complaint procedure. This includes posting such matters on the INTERNET and other public forums. SKF officials, national athletes, affiliated clubs and /or any participants should note that they are not allowed to bring political or outside influences to support or advance their individual claims. These include but not limited to competition result, selection committee decision, work-related matters such as the terms and conditions for employment, extension of contract, posting and change of positions.

For SKF officials, national athletes, affiliated clubs and /or any participants seeking redress via SSC, they may only do so, if their attempts to seek redress for their grievances at club level and SKF MC level had been exhausted and were unsuccessful through the SKF MC. Otherwise, disciplinary actions will be taken against them.

MAKING COMPLAINTS AND GIVING FEEDBACK

People who are making complaints or giving feedback will have to substantiate their assertions fully and clearly in writing by using the form, which can be found in **Annex B**. The following categories should be substantiated.

1. Name and NRIC of the person making the complaint or giving feedback.
2. In the case of SKF affiliated club, only the Hon. Secretary or the President can make the complaint and/or feedback.
3. E-mail address of person/club making the complaint or giving feedback
4. Description of complaint / feed back / problem/issue as comprehensively as possible
5. Evidence if any, to substantiate the complaint /feedback should be provided in the first instance together with the complaint / feedback. Any failure to do so, may result to no further action taken. The SKF MC reserved the rights to disregard further

complaint /feed back in the event the complainant /feed back provider only provide evidence after an official reply has been given.

6. The date of complaint or feedback is lodged/received
7. Who or which organization is being complained about or no entry in case of feedback
8. What is the expected outcome the complainant / feedback provider seek to achieve.

Complaints or feedback should be made in writing addressed to the Hon. Secretary via e-mail. Frivolous, malicious and /or anonymous complaint / feedback will not be entertained at all.

Valid complaints and feedback will received its acknowledgement soonest and not later than four (4) working days and will be resolved within 14 working days.

COMPLAINT HANDLING PROCEDURE

Valid complaints and feedbacks will be acknowledged by the Honorary Secretary as soon as he/she received it but not later than four (4) working days and will be resolved by the executives who are tasked by the MC to deal with external parties (President, Honorary Secretary, Technical Director) within 3 weeks times.

If the matter cannot be resolved by the executives who are tasked by the MC to deal with external parties, and if it is deem necessary, the President may called an emergency Management Committee (MC) meetings to deliberate and resolved the complaint /feed back.

Otherwise the complaint / feed back will be put up for discussion, deliberation and resolved in the regular MC meeting (not more than 2 months times).

The MC may after due deliberation, decides no actions and direct the Hon. Secretary to provide an official reply of its official position and/or decision.

The MC may after due deliberation, decides to take the appropriate action / actions and direct the Hon. Secretary to notify the complainant / feed back provider on its decision and action taken.

The MC may after due deliberation, decides to empowered an Investigation Committee (IC) or a Disciplinary Committee (DC) to investigate or conduct disciplinary proceedings and make decisions on behalf of the MC.

The IC or the DC will takes over the complaint /feed back from the MC and will conduct the investigation or disciplinary proceedings in due course. In which case, the IC or DC will revert to the MC with its findings or decisions within two months. However, the IC

and / or the DC may write into the MC for an extension of time which is subjected to MC approval.

Once the IC or the DC concluded the investigations and reported the established facts to the MC, a possible resolution will be identified. Resolution may include, but is not limited to:

1. “Explanation” and/or
2. “Apology” and/or
3. “Recommendations”
4. “Further Investigation”
5. “Refer to Disciplinary Committee for disciplinary actions”

Whenever possible, any complaints will be resolved usually with “acknowledgement and/or explanation” by the Hon. Secretary, Technical Director or the President task by the MC to deal with external parties.

Only after the MC had given due deliberation and resolved on the matter and directed the Hon. Secretary, Technical Director or the President would they make any apology on behalf of SKF.

In any event when the MC could not make a resolution in time within an MC meeting, it will be discuss and resolved in the forthcoming MC meeting.

If complainants or feedback authors are not satisfied with the resolution of a complaint or feedback, they may refer the complaint or feedback as well as the resolution to the SKF MC again. But the MC may choose to ignore if the complainants do not put up a strong reason for it.

Alternatively they may choose to refer the complaint to the SSC (Singapore Sports Council). However before doing so, they should inform the Honorary Secretary about it and their grounds for doing so. Refer to **Annex A** for how to proceed.

RESOLUTION BY THE MC

The resolution will include, but is not limited to:

1. Confirmation of issue that has been raised and appropriate action taken.
2. An official statement putting the matter to the right perspectives.
3. An assessment of the complaint or feedback and actions taken
4. Refer the matter to the IC or DC.