



## Kingston Fencing Club Complaints Procedure

At Kingston Fencing Club, we are committed to providing a safe and enjoyable environment for all members. Everybody at KFC has a duty and responsibility to behave respectfully towards each other & feel safe to raise concerns should they arise.

In most cases, complaints can be resolved informally. In the first instance, individuals are encouraged to discuss the matter with the person involved, a committee member or coach.

If resolution proves unsatisfactory or if circumstances make it difficult or impossible, please contact the club manager or welfare officer by email using:

[welfare@kingstonfencing.co.uk](mailto:welfare@kingstonfencing.co.uk)

or contact a member of the committee using the information on the contact us page:

<https://kingstonfencing.co.uk/contact-us/>

If you feel that this would not be appropriate, you may also contact British Fencing. Their complaints policy & contacts can be found here:

[www.britishfencing.com/wp-content/uploads/2021/10/BF-Comments-and-Complaints-Policy-v3.2.pdf](http://www.britishfencing.com/wp-content/uploads/2021/10/BF-Comments-and-Complaints-Policy-v3.2.pdf)

Every complaint will be investigated by the club committee. Where the complaint is about a member of the committee, the remaining club officers will handle any investigation. We will speak with both parties in the complaint, and will ask each for their point of view.

Following its investigation, the club committee will decide on how to proceed. This may result in no action being taken or formal action, up to and including warning, suspension or a permanent ban. If the complaint is serious enough it may warrant suspension pending investigation. We reserve the right to contact and involve the authorities if we believe laws have been broken.

If a member disagrees with the committee's decision, they have the right to appeal. Appeals will be heard by the club committee (excluding any who are the subject of a complaint) and we may also ask a representative from British Fencing to ensure impartiality. The decision of the Appeals process is final.

All complaints are treated with confidentiality in mind. Records of complaints and their outcomes will be maintained securely by the club committee.

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