



Royal Jiu Jitsu Complaints and Disciplinary Policy

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Standards	
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1. Introduction

RJJ Birmingham LTD trading as Royal Jiu Jitsu takes complaints very seriously and the process of managing complaints is outlined in this policy. Royal Jiu Jitsu is committed to adhering to this policy and handling all complaints in a timely, fair and proportional manner.

This policy applies to all individual members of Royal Jiu Jitsu, including coaches, students and volunteers and should be read in conjunction with the Royal Jiu Jitsu Code of Conduct and all Royal Jiu Jitsu Policies and Procedures.

2. Objectives

The objectives of the complaint's procedure are:

- To review complaints in a timely proportional manner
- Seek to resolve the complaint through mediation as outlined further below
- To secure a just outcome following the submission of a complaint
- To respect any complainants desire for confidentiality

3. What is a Complaint?

- i. A complaint is a written expression of dissatisfaction about the standard of service, actions or lack of action on the part of Royal Jiu Jitsu or any member of Royal Jiu Jitsu.
- ii. Grounds for complaint shall include, but shall not be limited to the following:
 - i. Any action (including inaction), behaviour or practice which may bring the sport or Royal Jiu Jitsu into disrepute
 - ii. Any breach of the Royal Jiu Jitsu Policies, Procedures or Code of Conduct
- iii. A complaint may be made by any person or organisation that is a member of Royal Jiu Jitsu and has been or likely to be affected by any ground for complaint.



4. Complaints Procedure

Complaints should be made in writing to the Complaints Officer – **Samantha Cook** and should include the complainants name; address and bases for their complaint. The Complaints Officer can at their discretion, investigate anonymous complaints if they feel it is justified. Complaints can also be treated as anonymous as detailed in Section 2.

The complaints officer will assess the complaint and will determine whether the complaint should be investigated further, resolved informally or dismissed.

If the Complaints Officer determines the complaint should be investigated further, the Complaints Officer will forward the complaint, at their sole discretion to an investigator, who will be either a) an appropriate outside agency; and/or b) another Royal Jiu Jitsu Commission.

Should the complaint be regarding criminal proceedings, Police or Social Services investigations will take priority and no action will be taken until that investigation and any resulting criminal proceedings has concluded.

Once allocated, the investigator will inform the complainant that they are dealing with the complaint and inform the complainant their details will be disclosed to the person complained against. The persona complained against will also be informed they are a subject of complaint, details of the complaint and who made the complaint and ask for a brief response to the complaint. Exceptions will be made where the Complaints officer has either upheld the right to anonymity from a complainant as outlined in section 2, or they have decided that an anonymous complaint can be investigated in line with section 3.

The investigator will then conduct an investigation that is thorough, proportionate, relevant and fair to all parties. The investigator will complete a report and attach all relevant documents and evidence gathered during the investigation. This information will then be disclosed to the person complained against and they will be asked, in writing if they wish to give a response.

The investigator will submit the report and any submission by the person complained against to the Complaints Officer who may make a judgement or in more complex cases convene a formal complaints panel. Royal Jiu Jitsu may contact the United Kingdom Brazilian Jiu Jitsu Federation (UKBJJA) as the UKs Sport Governing Body for support on convening a complaints panel.

Neither the complainant or the person complained against will be present at any meeting of a Complaints Panel.

The Complaints Panel will evaluate the case based on the evidence provided and decide if the case is found to be “Proven” or “Not Proven”, the panel will decide upon an appropriate



sanction from those detailed in this document. The Complaints Panel will provide written reasons for all its decisions.

The Complaints Officer will write to the complainant and the person complained against within 10 working days to notify of the outcome, together with a copy of the Complaints Panels' written reasons.

5. Appeals

A person complained against may only make an appeal on the basis of a material error or in the case of new evidence.

Any appeal must be made, in writing to the Director of RJJ Birmingham LTD within 10 working days of receiving written notification of the outcome from the Complaints Officer. The appeal must contain the grounds for the appeal.

Should the Directors of RJJ Birmingham LTD consider the appeal to have sufficient evidence for further investigation the Directors of RJJ Birmingham LTD will contact the UKBJJA for further support. The UKBJJA is the UK Governing Body for the Sport however, they do not own, or have any ultimate authority over Royal Jiu Jitsu. They are however, obligated to act as a body for arbitration and will field any safeguarding concerns in confidence.

6. Sanctions

The following sanctions are available to the Complaints Officer and Complaints Panel:

- i. A formal written warning advising of improvements that need to be made in terms of conduct/procedures
- ii. A final written warning advising of further sanctions if non-compliance continues
- iii. Suspension from Royal Jiu Jitsu for a period of time decided by the panel
- iv. Suspension of membership for a period of time decided by the panel
- v. Termination of membership for a period of time decided by the panel, after which the individual may re-apply as long as any criteria imposed by the panel are satisfied
- vi. Permanent termination of membership in the event of serious incidents



7. Monitoring, Evaluation and Implementation

Royal Jiu Jitsu will regularly monitor and evaluate this policy, practices and procedures and will inform members/employees of their impact.

The Complaints Officer is responsible for ensuring this policy is followed and for dealing with any potential or actual breaches.

All Royal Jiu Jitsu members and staff have responsibilities to respect, act in accordance with, and thereby support and promote the intentions of this policy.

This document is published on the Royal Jiu Jitsu Website -
<https://www.royaljiujitsu.co.uk/policies-and-procedures>

8. Further Information

If Royal Jiu Jitsu cannot satisfy your complaint following the procedure in this policy, you may contact the UK's Governing Body for the Sport- UKBJJA

Website: <http://www.ukbjja.org>

Email: info@ukbjja.org