



# British Ju-Jitsu Association Governing Body

## Complaints Policy

Version	Author	Date	Review Date
1	K Beddows	February 2014	February 2017
2	D Sutherill	February 2017	February 2020
3	D Sutherill	December 2019	December 2022
4	Martin Dixon	June 2022	June 2025

### Introduction

The British Ju-Jitsu Association Governing Body (BJJA GB) are required to have in place a policy and procedures for all member associations and clubs to deal with complaints relating to the BJJA GB, its member associations and clubs. This Policy applies to the BJJA GB and its Executive Committee members and its usual business. We will also promote its use among our member associations and clubs to ensure good practice, however, these may have their own policies and procedures as separate entities.

### Commitment

This Policy sets out the procedures for making a complaint and how a complaint will be handled. It ensures that a framework is in place to enable a complaint to be handled in a timely, fair and proportionate manner. When a complaint is made we will:

- provide a consistent approach in dealing with all complaints;
- provide a system whereby a complaint can be dealt with promptly, fairly, and confidentially;



- treat the complaint and the complainant with courtesy, respect, and fairness at all times; we expect that the complainant will also treat our staff dealing with the complaint with the same courtesy, respect, and fairness;
- ensure that, where appropriate, a complaint is learned from;
- provide an effective response and ensure, where appropriate, the cause of the complaint is addressed;
- respect a complainant's desire for confidentiality whenever possible;
- not treat anyone less favourably than anyone else because of the Equality Act 2010 'protected characteristics'.

## Making a Complaint

If we have failed to uphold our standards, fallen below the high service level standards you would expect of the BJJA GB and you wish to make a complaint, you can write to us with specific details of your complaint in order for us to address your concerns effectively. Anyone, member or non-member, can make a complaint to the BJJA GB, however, we only have jurisdiction over members and member organisations and clubs.

If you make a complaint, we will aim to:

- acknowledge your complaint within 5 working days;
- investigate and resolve your complaint;
- provide a full written response within 30 working days.

Your complaint will be investigated by a designated BJJA GB Executive Committee member. This Executive Committee member is responsible for logging and coordinating any investigation or action in relation to your complaint and providing a response. If the Executive Committee member cannot respond to you within 30 working days due to a more complex investigation, you will be notified.

If your complaint is regarding a member of the Executive Committee, they will not be responsible for investigating your concerns and a member independent of the complaint will be assigned. If you are worried about a conflict of interest, you may request that another Executive Committee member is responsible for handling your complaint.

If you are not satisfied with the response, outcome or the manner in which your complaint has been handled, you can request for your complaint to be reviewed.

## Safeguarding and Equality

Complaints, allegations or concerns about safeguarding or equality should be made by contacting the Lead Safeguarding Officer or the Equality, Diversity and Inclusion Officer at the BJJA GB. Should



a complaint be raised against either of those officers, it will be managed by a different member of the Executive Committee.

## Member Associations and Clubs

The BJJA GB member associations and clubs should have their own complaints policies and processes and any complaints relating to club or committee disputes within remit of constitution, matters relating to the normal business of clubs or committees, the management of a club, their fees, rules and requirements should be directed to the club to respond to and are not covered by this Policy.

## Scope

There are some complaints not covered under this Policy, such as:

- complaints not related to the sport of ju-jitsu;
- personal disputes not related to the sport of ju-jitsu;
- complaints of a criminal nature which will be passed to the police;
- issues relating to non-permitted events delivered by third parties and non-member clubs, organisations or facilities;
- complaints or appeals in relation to ju-jitsu events and the decisions made by officials, competitions and events held under the jurisdiction of BJJA GB;
- complaints outside of the jurisdiction of the BJJA GB about partners, suppliers and sponsors and any organisation contracted to work for the BJJA GB.

The timescales in the Complaints Policy will be adhered to whenever possible. The BJJA GB recognise that a degree of flexibility may be required when applying timescales. Therefore, if the timescales are not adhered to, it will not invalidate the Complaints Policy or process.

## Malicious or Vexatious Complaints

Where a complainant remains unhappy with the outcome of their complaint, provided process has been followed, we are unable to take any further action. Repeat complaints about the same issue will not alter this.

At times complainants may become unreasonable, and vexatious or aggressive, causing undue stress for Executive Committee members and volunteers, resulting in a disproportionate use of the BJJA GB resources.



Unreasonable complaints are complaints that, because of the nature of the contact or frequency with which the complaint is pursued, hinder our ability to properly consider the matters at hand or place unwarranted demands on the BJJA GB time. Unreasonable complaints may be justified grievances pursued in inappropriate ways, or they may be complaints which appear to have no substance, or which have already been fully investigated or responded to.

A complainant's vexatious or aggressive behaviour may include excessive and repeated attempts to contact Executive Committee members, pursuing multiple complaints against the organisation at the same time, making unreasonable demands of the Executive Committee members, threats (including those of legal action) against Executive Committee members or the BJJA GB, repeated raising of unreasonable complaints, making multiple complaints to multiple external organisations about the BJJA GB.

Where a complaint is deemed to be repeat, unreasonable, and vexatious or aggressive, or is considered to have no basis or genuine substance, the BJJA GB reserve the right not to investigate. In extreme cases of vexatious and/or persistent complaints disciplinary action against members and connected participants may be taken.

## Confidentiality

All complaints are treated with confidentiality whenever possible.

We will respect anonymity and where a complainant wishes to make an anonymous complaint, they should be informed that their concern will be recorded and considered. However, it may be difficult for a complaint investigation to proceed without being able to verify who the complainant is and who information is being shared with.

In certain circumstances, for example when there is a safeguarding concern and a referral to statutory agencies is required, we cannot guarantee that the details of the complaint will remain within the BJJA GB. Where an allegation is made of a potentially criminal nature, external agencies such as the police must be notified, who may request details of the complaint held.

In line with data protection guidance, we will protect personal or sensitive data during the complaint process and any record which we are required to retain. For more information about how the BJJA GB will use your data, please see our Privacy Policy.

## Accountability

This Policy is fully supported by the BJJA GB Executive Committee who are responsible for its implementation across the BJJA GB and all of its member associations and clubs.



## Contact

If you have any feedback about this Policy, you can contact BJA GB via:

Phone: 03333 2020 39

Fax: +441254391234

Email: [bjjagb@icloud.com](mailto:bjjagb@icloud.com)