

Report to BKA AGM 2017 – Complaints Officer

During the last year a number of formal complaints under the Constitution have been processed and referred to the Complaints Panels of the respective BU. The Jodo Bu Complaints Panel dealt with one complaint which was not upheld. The Kendo Bu Complaints Panel dealt with one complaint which was not upheld. The Kendo Bu Complaints Panel is currently dealing with a number of similar complaints that are grouped and considered together in accordance with my advice to streamline the formal process. These complaints are currently being reviewed and a final comprehensive outcome has yet to be determined at the time of writing this report.

There have also been a number of enquiries by members as to whether disputed matters should be determined by reference to a Complaints Panel. These complaints have been resolved informally without reference to the formal complaints process in the BKA Constitution.

Members have been mindful that the work of setting up a Complaints Panel and dealing with a formal complaint under the Constitution is substantial and is additional work for the Bu Officers who are already running the routine BU activities for the membership in a voluntary capacity.

Hilary Hadley

BKA Complaints Officer