

## Complaints Officer Report 1<sup>st</sup> July 2017 to 21<sup>st</sup> July 2018

During this period four complaints were received, two of which were resolved informally and two sent forward for consideration by the Kendo Bu Complaints Committee and decisions reached. Of these formal complaints, one of the complaints has been appealed and is currently with the National Committee's Appeals Committee.

Before retirement from post the current Complaints Officer would make the following observations:

Whilst the procedures detailed in the Constitution are robust they are more fitted to a professional organisation with professional staff. They do not take into account the geographical distances between Panel members or the difficulties in holding physical hearings within the time scales set out.

Whilst they could probably withstand the occasional formal complaint the Association struggles to deal with multiple complaints. Membership expectations of a professional service are at odds with what can be delivered in reality.

Members must not lose sight of the fact that all the members who take posts within the BKA are doing this in their spare time as well as having their own professions, practices, dojos and families and who may simultaneously be organising the calendar for the BKA.

All members involved in the Complaints Procedures are sincerely doing their best for all involved in the complaint.

Hilary Hadley

BKA Complaints Officer