



# AFTK

AUSTRALASIAN FEDERATION OF  
TRADITIONAL KARATE AND KOBUDO

## AFTK Grievance Procedure

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Policy No: 04

Original Issue: August 2025

Responsible officer: AFTK Management Committee

Current version: August 2025

Authorised Officer: AFTK President

Due for Review: Annual

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### 1. Purpose

This procedure helps resolve complaints or disputes between:

- Members and other members;
- Members and the committee;
- Members and the association.

Our goal is to handle issues fairly, quickly, and respectfully.

### 2. When to Use This Procedure

Use this process when:

- You believe someone has breached the rules or code of conduct;
- There is a disagreement that affects your membership or participation in the association;
- You feel you've been treated unfairly by another member or a member of the committee.

### 3. Step-by-Step Process

#### Step 1: Try to Resolve It Informally

Speak directly to the person involved (if safe and appropriate) and try to work it out respectfully.

#### Step 2: Make a Formal Complaint

Write to the Secretary with:

- Your name and contact details;

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- What the nature of the complaint or issue is and who it involves;
- What outcome you're seeking.

Try to lodge your complaint within 28 days of the issue.

### Step 3: Secretary's Role

- Notify the all-parties involved.
- Committee meets (without parties) to decide how to proceed.
  - member's complaint is with another member - committee decides
  - member's complaint is with a member where that member is on the committee - committee member is excused, and the committee decides
  - member's complaint is against the management committee - committee may appoint a mediator to assist with resolution or dismiss the complaint if not appropriate.

## 4. Mediation

A neutral mediator may help resolve the issue.

Rules:

- Both parties must agree to attend;
- Respectful conduct required;
- Lawyers are not usually allowed unless agreed.

## 5. If Mediation Fails or Is Refused

The committee may:

- Make a final decision, or
- Refer it externally (if needed).

## 6. Final Decision

The committee's final decision must be accepted by members after process completion.

## 7. Important Notes

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- Complaints are confidential.
- No victimisation for complaints.
- Both parties have the right to respond.

## Contact

To lodge a complaint or seek support, contact the Secretary:

Email:

[secretary@aftk.org.au](mailto:secretary@aftk.org.au)

Phone:

0477 186 002

Mail:

46 Campbell Street, East Toowoomba QLD 4350

