



WUMA School Complaints Procedure

(Compliant with UK Law & Regulations)

Last Updated 10/03/2025

1. Purpose

The **World United Martial Arts Federation (WUMA)** is committed to maintaining the highest standards of **conduct, discipline, and respect** within martial arts. This procedure ensures complaints are handled **fairly, efficiently, and in accordance with UK laws**.

2. Scope

This procedure applies to all **WUMA members, instructors, students, and affiliated clubs**, covering complaints related to:

- Misconduct by members or instructors.
- Disputes between students, instructors, or clubs.
- Breaches of WUMA rules or codes of conduct.
- Safety concerns and safeguarding.
- Any other matters affecting the reputation and integrity of WUMA.

This policy does not apply to WUMA competitions.

This procedure is structured in accordance with **UK laws and regulations**, including:

- **Equality Act 2010** – Ensuring complaints are handled without discrimination.
- **Human Rights Act 1998** – Protecting fairness and transparency.
- **Children Act 1989 & 2004** – Addressing safeguarding concerns involving children.
- **UK GDPR & Data Protection Act 2018** – Protecting personal information.
- **Defamation Act 2013** – Preventing false accusations.
- **Malicious Communications Act 1988** – Addressing harassment through false complaints.
- **The Arbitration Act 1996** – Encouraging informal dispute resolution.

3. Informal Resolution

Before making a formal complaint, individuals are encouraged to resolve issues at the lowest level through direct communication:



1. **Speak Directly** – If you have a grievance, address it respectfully with the individual involved.
2. **Instructor or Club Resolution** – If unresolved, escalate the issue to the club instructor or leader.

If the issue cannot be resolved informally, a formal complaint may be submitted.

4. Formal Complaint Process

Step 1: Submitting a Complaint

- Complaints must be submitted **in writing** to **WUMA** within **14 days** of the incident.
- The complaint should include:
 - Name and contact details of the complainant.
 - Date, time, and location of the incident.
 - Names of those involved.
 - A clear description of the issue.
 - Any supporting evidence (if applicable).

Step 2: Acknowledgment

- WUMA will acknowledge receipt of the complaint within **21 days**.
- The complainant will be informed whether the issue will be investigated or if it is outside the federation's jurisdiction.

Step 3: Investigation

- A **neutral WUMA representative** will review the complaint.
- Interviews may be conducted with relevant parties.
- The investigation should be concluded within **21 days**, unless further inquiries are necessary.

Step 4: Decision & Resolution

- A decision will be communicated to all relevant parties **in writing**.
- Possible outcomes:
 - **Complaint dismissed** – If no wrongdoing is found.
 - **Advice or warning issued** – If minor issues are identified.
 - **Disciplinary action** – If serious misconduct is proven.
 - **Referral to external authorities** – If legal or safeguarding concerns arise (e.g., police, local authorities, or safeguarding boards).



5. Appeals Process

- If dissatisfied with the outcome, the complainant may submit an **appeal in writing within 14 days** of the decision.
- Appeals will be reviewed by a **senior WUMA official or independent panel**.
- The final decision will be communicated within **14 days**, and no further appeals will be accepted.

6. Confidentiality & Data Protection

- All complaints will be handled **with discretion and professionalism**.
- Information will only be shared with relevant parties to ensure a fair investigation, in compliance with **UK GDPR & Data Protection Act 2018**.

7. Safeguarding & External Referrals

- Any complaints involving **child safety, abuse, or serious safeguarding concerns** will be referred to the appropriate authorities in line with:
 - **Children Act 1989 & 2004**
 - **Working Together to Safeguard Children 2018**
 - **Safeguarding Vulnerable Groups Act 2006**

8. Misuse of Complaints Procedure

- **Frivolous or malicious complaints** will not be tolerated.
- Anyone found making **false accusations** may face **disciplinary action** under the **Defamation Act 2013 & Malicious Communications Act 1988**.