

THE KARATEDO FEDERATION OF HONG KONG, CHINA LIMITED

COMPLAINTS POLICY

Preamble

1. The Karatedo Federation of Hong Kong, China Limited (the “Federation”) is committed to continuous improvement in its corporate governance and its day to day administration so as to achieve fairness as well as excellence in both efficiency and effectiveness. To this end, it welcomes feedback from all members, including both compliments and complaints.
2. In return, the Federation expects all members to behave responsibly, and complaints should be made in good faith, taking into account not just the self-interest of individual members but also the general interest of the Federation.
3. Accordingly, and bearing in mind the limited administrative resources under the disposal of the Federation, frivolous and vexatious complaints are discouraged and members engaged in such activities may be charged with non-compliance with the Federation’s Code of Conduct.
4. This Complaints Policy (the “Policy”) was approved by General Committee (“GC”) of the Federation on **7-May-2019**. The GC of the Federation has the authority to refine and make minor adjustment to this Policy to suit changes in circumstances.

Scope and Application of this Policy

5. Any member¹ of the Federation will have the right to complain against members of the GC, Sub-committees, staff of the Federation or anybody or individual who has acted on behalf of the Federation for maladministration on grounds of efficiency, effectiveness, economy and fairness.
6. This Policy will only apply to complaints lodged in respect of maladministration.
7. As regards issues related to the selection of athletes such as:
 - (a) eligibility and selection of athletes for joining the Federation’s feeder training programmes and the Hong Kong Sports Institute’s elite training programmes; and
 - (b) eligibility and selection of athletes for participation in overseas tournaments;

¹ Types of members of the Federation are defined in the Articles of Association of the Federation.

the Selection Policy should apply.

Lodging a Complaint

8. Members making a complaint are encouraged to do so in writing and identify themselves. Anonymous complaints or complaint from public will be handled provided that they are sufficient information to enable the complaint to be addressed and can investigated.
9. All complaints should be made promptly and addressed to the Honorary Secretary of the Federation. For complaint cases that occurred long time ago, it will be reviewed and studied on a case by case basis to determine if such complaint case would be accepted for investigation. The complaints should include:
 - (a) background to the complaint;
 - (b) reasons for the complaint;
 - (c) relevant facts and documents to support the complaint;
 - (d) the remedy or remedies requested; and
 - (e) the name, contact details and signature of the complainant.

Handling a Complaint

10. The Honorary Secretary, assisted by two GC members, will handle all administrative complaints with a positive and open mind and with a view to:
 - (c) addressing the complainant's grievances, and
 - (d) identifying areas for improving corporate governance and enhancing the efficiency and effectiveness of the Federation.

Officials handling the case will have to declare any conflict of interest.

11. Except for complaints which are straightforward and can be dealt with expeditiously, all complaints should be acknowledged by Honorary Secretary within 7 days of receipt.
12. The Honorary Secretary will decide on the most appropriate approach(es) to resolve a complaint, including but not limited to:

- (a) mediation;
 - (b) investigation into the complaint to ascertain if it is justified;
 - (c) admitting mistakes and offer of apology to the complainant;
 - (d) entertaining the complaint's request for remedies;
 - (e) offer of explanation to the complaint why his/her complaint is considered unfounded;
 - (f) offer of explanation to the complaint why his/her request for remedies cannot be entertained;
 - (g) containing damage; and/or
 - (h) taking preventative measures to prevent a recurrence of the same mistake(s) identified in the complaint.
13. Complaints should be handled promptly. If a substantive reply cannot be made to the complainant within a month of receipt of the complaint, an interim reply should be given.
 14. If the complaint can be substantiated with the relevant proof or evidence, GC will consider to impose discipline action to the member(s) concerned in accordance to the Code of Conduct.
 15. Types of disciplinary action are listed in the Code of Conduct.
 16. The Federation will notify the complainant by email as well as copying to related organizations, such as Sports Federation & Olympic Committee ("SF&OC") and Leisure and Cultural Services Department "LCSD"].
 17. If the complainant is not satisfied with the reply provided by the Honorary Secretary, he/she may appeal to the GC of the Federation whose decision on the matter is final.
 18. If SF&CO or Government Department disagrees with the final decision, GC will consult the Advisory Group (*Re. Appendix-1*) before making the verdict. The Advisory Group, consists of external parties who are not members of the Federation, will review the case and provide independent advice and recommendation to GC. The verdict will be passed by GC's majority vote based on the advice and recommendation of the Advisory Group.
 19. In order to ensure efficient retrieval of information for subsequent referencing in the improvement of management and preventive action in the future, all relevant

information and documents in relation to the complaint cases, together with the investigation results, will be classified, recorded and filed.

Processes

20. Complaint Investigation Process (*Re. Appendix-2*)

21. Appeal Process (*Re. Appendix-3*)

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Advisory Group

- (1) Nature of Group: external
(2) Tenure: 01 January 2019 until 2022 AGM
(3) Estimate meeting frequency: as-and-when-required basis

(4) List of members

- Members: (1) To be confirmed
(2) To be confirmed
(3) To be confirmed
(4) To be confirmed
(5) To be confirmed

Secretary: Mr. James Lee (Legal Advisor of the Federation)

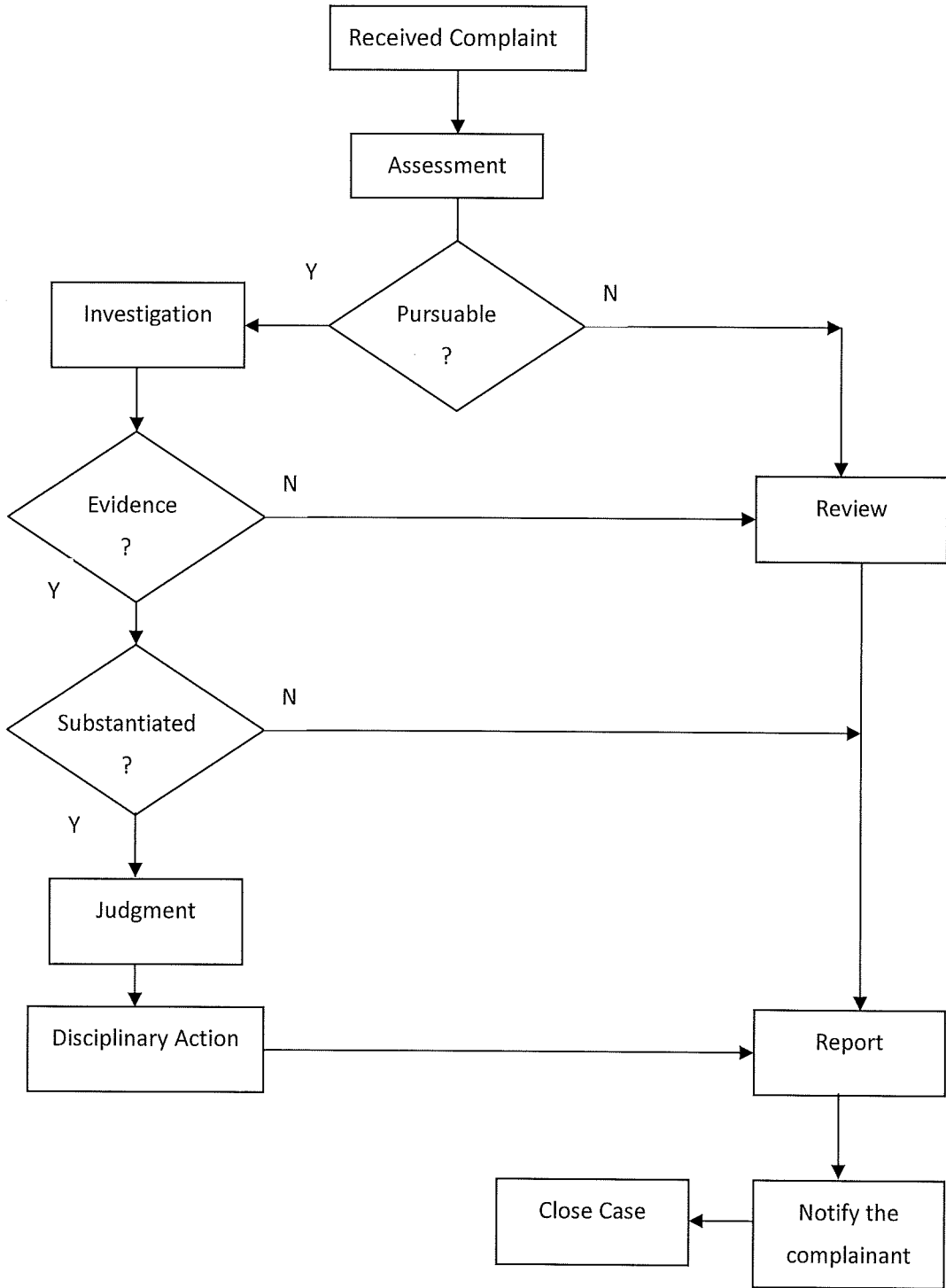
(5) Terms of Reference

1. To make recommendations to the General Committee (“GC”) of the Karatedo Federation of Hong Kong, China Limited (the “Federation”) on the spending of the Government subvention in the operation or related activities.
2. To advise the Management of the Federation based on the Policies, and Articles of Association of the Federation.
3. To set up the Final Appeal panel* (if necessary) for making advice after review the objection to the decision of Complaint or Appeals Panel of the Federation.
4. To provide a written report with advice and recommendation to the GC of the Federation.

Note:

** When the General Committee receives an objection to the decision of Complaint or Appeals Panel of the Federation, the GC shall nominate three persons from the above list to hear the appeal, having regard to their availability and conflict of interest.*

Complaint Investigation Process



Appeal Process

