

COMPLAINTS & MALADMINISTRATION INTAKE FORM



For members, clubs, instructors, officials, volunteers, parents/carers and visitors

Purpose of this form

This form provides a consistent, fair and confidential method for recording and triaging complaints, concerns, allegations of maladministration and related matters. It is an intake record only: completion does not mean that any allegation has been accepted as fact or that a breach has been established.

Before completing

- ☐ Use factual, specific information wherever possible and distinguish what you know from what you believe.
- ☐ Attach or identify relevant evidence where available (messages, emails, documents, photographs, witness details, records).
- ☐ If the matter concerns immediate danger, serious injury, a safeguarding emergency or suspected criminal conduct, use the appropriate emergency/safeguarding route without waiting for this form.
- ☐ Do not investigate a safeguarding allegation yourself or confront an alleged perpetrator where doing so could increase risk.
- ☐ Anonymous complaints may be accepted where sufficient information is provided, although this can limit follow-up.

Important distinction

A complaint is an expression of dissatisfaction about a service, decision, conduct or process. Maladministration concerns may include unreasonable delay, failure to follow published procedures, inaccurate or incomplete records, conflicts of interest, inconsistent application of rules, improper handling of money or documents, failure to communicate material decisions, or other administrative failures. A complaint may also contain safeguarding, disciplinary, equality or health-and-safety issues.

UKTKDC Intake Reference	Date Received	Received By	Preferred Contact Method
_____	___ / ___ / ____	_____	☐ Email ☐ Phone ☐ Post ☐ Other

1. COMPLAINANT / PERSON RAISING THE CONCERN

Please provide only information necessary to deal with the matter. If completing on behalf of another person, explain your authority or relationship.

Field	Details
Full name	
Role / relationship to UKTKDC	☐ Member ☐ Parent/Carer ☐ Instructor ☐ Club official ☐ Volunteer ☐ Visitor ☐ Other: _____
Club / organisation (if applicable)	_____
Telephone	_____
Email	_____
Address / correspondence details	_____
Preferred contact method	☐ Email ☐ Telephone ☐ Written ☐ Other: _____
Preferred communication needs	_____
Is this being submitted on behalf of another person?	☐ No ☐ Yes — relationship/authority: _____

2. PERSON(S) AFFECTED

Name / identifier	Role / relationship	Age if relevant	How affected

Where a child or adult at risk may be affected, follow the UKTKDC safeguarding procedure immediately where appropriate.

3. TYPE OF MATTER

Tick all categories that appear relevant at intake. Classification can be changed following triage.

- ☐ ☐ Service / membership / administration
 - ☐ ☐ Conduct or behaviour of an instructor, official, volunteer or member
 - ☐ ☐ Maladministration / failure of process
 - ☐ ☐ Decision, grading, selection or eligibility issue
 - ☐ ☐ Finance / fees / refunds / financial administration
 - ☐ ☐ Conflict of interest / governance concern
 - ☐ ☐ Equality, discrimination, harassment or victimisation concern
 - ☐ ☐ Safeguarding / child protection / adult safeguarding
 - ☐ ☐ Health, safety, accident or risk-management concern
 - ☐ ☐ Data protection / confidentiality / records concern
 - ☐ ☐ Competition / event administration
 - ☐ ☐ Misrepresentation / inaccurate information / documentation
 - ☐ ☐ Whistleblowing / serious governance concern
 - ☐ ☐ Other: _____

4. WHAT HAPPENED?

Give a clear chronological account. Include dates, times, locations, people involved, decisions made and what you believe went wrong. Avoid speculation where possible.

[illegible]

5. MALADMINISTRATION DETAILS

Complete this section where the concern involves administration, governance, decision-making or failure to follow procedure.

- ☐ ☐ Unreasonable or unexplained delay
 - ☐ ☐ Failure to follow a published policy, rule or agreed process
 - ☐ ☐ Inconsistent or unfair application of a rule/process
 - ☐ ☐ Failure to provide a reasoned decision or relevant information
 - ☐ ☐ Inaccurate, incomplete or altered records
 - ☐ ☐ Failure to maintain appropriate records
 - ☐ ☐ Financial or fee administration concern
 - ☐ ☐ Unauthorised commitment, expenditure or use of funds
 - ☐ ☐ Conflict of interest / failure to declare an interest
 - ☐ ☐ Failure to manage a complaint or appeal appropriately
 - ☐ ☐ Failure to act on a known risk or concern
 - ☐ ☐ Improper use or disclosure of confidential information
 - ☐ ☐ Other administrative failure: _____

6. DECISION / ACTION BEING CHALLENGED

Question	Response
What decision/action is being challenged?	_____
Who made the decision/action?	_____
When was it made?	_____
How were you informed?	_____
Which policy/rule/process do you believe applies?	_____
What do you believe should have happened?	_____
Have you raised this previously?	☐ No ☐ Yes — when/how/with whom: _____

7. IMPACT

Describe the actual or potential impact on the person, club, participants, finances, reputation, safety or integrity of the Commission.

8. SAFEGUARDING, SAFETY & SERIOUS CONCERNS

This section helps ensure urgent matters are routed promptly. It is not a substitute for the UKTKDC safeguarding or emergency procedures.

- ☐ ☐ Immediate risk of harm to a child
 - ☐ ☐ Immediate risk of harm to an adult at risk
 - ☐ ☐ Alleged abuse, neglect, grooming or exploitation
 - ☐ ☐ Alleged sexual misconduct
 - ☐ ☐ Alleged physical or emotional abuse
 - ☐ ☐ Threats, violence or serious intimidation
 - ☐ ☐ Serious health and safety risk
 - ☐ ☐ Serious injury / accident
 - ☐ ☐ Suspected criminal conduct
 - ☐ ☐ Alleged fraud / theft / financial misconduct
 - ☐ ☐ None of the above

Urgent action already taken	Details
Emergency services contacted?	☐ No ☐ Yes — service/time/reference: _____
Safeguarding lead / appropriate authority contacted?	☐ No ☐ Yes — who/when: _____
Person believed to be at immediate risk currently safe?	☐ Yes ☐ No ☐ Unknown
RIDDOR consideration required?	☐ No ☐ Yes ☐ To be assessed by responsible person

Do not delay emergency or safeguarding action while completing this form. For RIDDOR, reporting responsibility rests with the appropriate 'responsible person'; not every sporting injury is reportable. HSE guidance should be checked for the circumstances.

9. EVIDENCE & WITNESSES

Evidence / witness	Type / relevance	Where held / contact details
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

10. OUTCOME SOUGHT

What would you like UKTKDC to do? A requested outcome will be considered but cannot automatically be guaranteed.

- ☐ ☐ Explanation / clarification
 - ☐ ☐ Correction of a record
 - ☐ ☐ Review of a decision
 - ☐ ☐ Review of procedure or administration
 - ☐ ☐ Refund / financial remedy where appropriate
 - ☐ ☐ Mediation / facilitated discussion where appropriate
 - ☐ ☐ Formal investigation
 - ☐ ☐ Action to reduce a safety or safeguarding risk
 - ☐ ☐ Other remedy requested: _____

11. CONFIDENTIALITY & COMMUNICATION

☐ I understand that information may need to be shared with those who have a legitimate need to know in order to assess, investigate or respond to the matter.

☐ I understand that confidentiality cannot be guaranteed where disclosure is required to protect someone from harm, comply with law, meet safeguarding obligations, or otherwise act lawfully.

☐ I have provided information honestly and to the best of my knowledge.

Complainant declaration	
Name	_____
Signature (or electronic confirmation)	_____
Date	____ / ____ / ____

12. UKTKDC OFFICE USE — INTAKE & TRIAGE

To be completed by the designated UKTKDC officer / complaints administrator. Keep this section separate from the complainant's narrative where appropriate.

Triage field	Assessment / action
Date received	____ / ____ / ____
Acknowledgement sent	☐ No ☐ Yes — date: _____
Initial classification	☐ Complaint ☐ Maladministration ☐ Safeguarding ☐ Disciplinary ☐ Governance ☐ H&S ☐ Other
Priority	☐ Routine ☐ Urgent ☐ Immediate safeguarding/safety
Conflict of interest identified?	☐ No ☐ Yes — management action: _____
Allocated case officer	_____
Independent investigator required?	☐ No ☐ Yes ☐ To be determined
Other policy/procedure triggered	_____
External referral considered	☐ No ☐ Yes — authority/body: _____
Target review / response date	____ / ____ / ____
Case status	☐ Open ☐ Under review ☐ Investigation ☐ Decision ☐ Appeal ☐ Closed

13. INITIAL RISK ASSESSMENT

Risk	Low	Medium	High	Immediate action / control
Safeguarding	☐	☐	☐	_____
Health & safety	☐	☐	☐	_____
Reputational / integrity	☐	☐	☐	_____
Financial	☐	☐	☐	_____
Data / confidentiality	☐	☐	☐	_____
Risk of retaliation / detriment	☐	☐	☐	_____

14. TRIAGE NOTES

15. CASE MANAGEMENT CHECKLIST

- ☐ ☐ Intake form checked for sufficient information
 - ☐ ☐ Immediate safeguarding / safety action considered
 - ☐ ☐ Conflict of interest checked
 - ☐ ☐ Relevant policies and procedures identified
 - ☐ ☐ Evidence preserved / requested
 - ☐ ☐ Relevant witnesses identified
 - ☐ ☐ Appropriate case officer / investigator appointed
 - ☐ ☐ Complainant informed of next steps where appropriate
 - ☐ ☐ Data minimisation and secure record handling applied
 - ☐ ☐ Investigation conducted fairly and proportionately
 - ☐ ☐ Relevant person(s) given an appropriate opportunity to respond
 - ☐ ☐ Findings and reasons recorded
 - ☐ ☐ Outcome communicated where appropriate
 - ☐ ☐ Corrective / preventative actions assigned
 - ☐ ☐ Appeal / review route provided where applicable
 - ☐ ☐ Lessons learned / policy improvement considered
 - ☐ ☐ Case securely closed and retention period applied

16. FINAL CASE RECORD

Field	Details
Investigation / review completed by	
Date completed	____ / ____ / ____
Finding / outcome	☐ Upheld ☐ Partially upheld ☐ Not upheld ☐ Inconclusive ☐ Other
Summary of reasons	
Corrective / preventative action	
Appeal / review available	☐ No ☐ Yes — details: _____
Date outcome communicated	____ / ____ / ____
Case closure date	____ / ____ / ____
Record retention / secure storage	

17. DATA PROTECTION NOTICE

UKTKDC should collect and retain only information reasonably necessary to administer the complaint or concern, protect participants, meet legal obligations and maintain appropriate governance records. Personal information should be stored securely, access should be restricted to those with a legitimate need to know, and records should be retained and disposed of in accordance with the Commission's data protection and records-retention arrangements. Sensitive information may require additional safeguards and a specific lawful basis.

Reference note — 2026

This form is designed for UK use and should be read alongside the UKTKDC General Policy, Safeguarding Policy, Health & Safety Policy, Disciplinary/Conduct procedures, Data Protection arrangements and any club-specific procedures. Legal duties can vary by the circumstances and jurisdiction within the UK; where a matter may involve safeguarding, criminal conduct, employment law, data protection, equality law or statutory reporting, appropriate specialist advice should be obtained.