



Jin Sei Ryu Karate-Do Chicago/Evanston

Anti-Harassment Statement, Complaint Procedure, and Student Protection Officers

Culture of Safety, LLC and Jin Sei Ryu Karate-Do Chicago/Evanston (“Jin Sei Ryu Chicago”) is committed to providing a space where every member feels valued, respected, and appropriately challenged. As stated in our Code of Conduct, “No discrimination on the basis of sex, sexual orientation, gender identity or expression, race, religion, ethnicity, age, physical or mental disability status, immigration status, or other assumed traits or characteristics of any person will be tolerated.” This document outlines the remedies students (and parents/guardians of minor students) have if they feel they have been discriminated against, harassed, or mistreated by either a fellow student or an instructor of Jin Sei Ryu Chicago.

This complaints procedure – and specifically the escalation path – listed here are specific to students of Jin Sei Ryu Karate-Do Chicago and are not applicable to other activities that Culture of Safety may offer. Ongoing programs provided by Culture of Safety other than Jin Sei Ryu Karate-Do will have their own Complaints Procedure(s).

Complaints Procedure

All complaints will be kept confidential and will not be disclosed to another person without the complainant’s consent except if law requires disclosure or if disclosure is necessary to effectively deal with the complaint.

If you wish to remain anonymous, Jin Sei Ryu Chicago may have difficulty assisting you to resolve your complaint. If you choose to lodge a formal complaint, Jin Sei Ryu Chicago will provide the person/people you have complained about with full details of the complaint so they have a fair chance to respond. Individuals who wish to remain anonymous are asked to be explicit in their desire for anonymity.

Individuals may also pursue their complaint externally under anti-discrimination, child protection or other relevant legislation.

The complaints handling procedures in place for Jin Sei Ryu Chicago does not have a time restriction in relation to historic incidents. We will make all reasonable attempts to follow our standard complaint handling procedures for such an incident or incidences, but investigations of this nature are challenging due to the time and place of the incident; the availability of supporting witnesses, and time restrictions placed on historic incidents by external anti-discrimination bodies.



Student Protection Officers

The concept of “Student Protection Officers” is based on the Australian Office for Recreation, Sport and Racing’s “Member Protection Officers, “ whose role is to “create a culture that embraces a welcome safe and sportive environment for all.” In North America, the role of Student Protection Officers is informal, but no less essential. Student Protection Officers serve as a sounding board, emotional support, and provider of practical information about complaints procedures and navigating the complaint process. Student Protection Officers are peers and volunteers with Jin Sei Ryu Chicago.

ESCALATION SUMMARY*

1. Jin Sei Ryu Chicago Head Instructors will make all attempts to resolve complaints internally through informal and formal processes. They will refer to these procedures and, if required, solicit guidance from their local Student Protection Officer (SPO).
2. If the complaint is not resolved or an escalation is requested, the complaint may be referred to the Branch Chief for North America, Sei Shihan Mel Ramsey.
3. If the Branch Chief for North America (or his designees) is not able to resolve the complaint, or further escalation is requested, the complaint may be referred to the Managing Director of Jin Sei Ryu Karate-Do International, Kancho Ino Maquirang.
4. The decision of the Managing Director, Jin Sei Ryu Karate-Do International is final.
5. At any time during the complaint resolution process, or if the complainant is not satisfied with the findings of the final formal and internal investigation, the Complainant may pursue their complaint externally under anti-discrimination, child protection or other relevant legislation.
6. In the event that a Complainant or Respondent is a student of Jin Sei Ryu Karate-Do North America and relates to a cross-border complaint involving an overseas Branch, this document will be used as a guideline for resolving the complaint, keeping in mind that the other Branch may have different complaint handling processes and procedures.

Informal Approaches

Step 1. Talk with the other person (where this is reasonable and appropriate).

You (the Complainant) are strongly encouraged to speak directly to the person (the Respondent) who has harmed, harassed, or discriminated against you, if you feel able to do so.

Step 2. Speak to a Head Instructor or a Student Protection Officer

Talk with Senpai Amy, Senpai Kyren, or one of our designated Student Protection Officers (SPOs) if

- the first step is not possible/reasonable;
- you are not sure how to handle the problem by yourself;
- you want to talk confidentially about the problem with someone and obtain more information about what you can do; or



- the problem continues after you tried to approach the person or people involved.

The Instructor or SPO will:

- take confidential notes about your complaint;
- try to find out the facts of the problem;
- ask what outcome/how you want the problem resolved and if you need support;
- provide possible options for you to resolve the problem;
- act as a support person if you so wish;
- refer you to an appropriate person (e.g. Branch-nominated Complaint Handler or SPO) to help you resolve the problem, if necessary;
- inform the relevant government authorities and/or police if required by law to do so;
- maintain confidentiality, and notify you as early as in the disclosure process as possible if your confidentiality must be violated.

Our designated SPIOs for Jin Sei Ryu Karate-Do Chicago are:

Student Protection Officer for Children & Parents
Student Protection Officer for Adults

Tara Brinkman
Sophie Michals

Step 3: Outcomes from initial contact

After talking with the SPO, you may decide:

- there is no problem
- the problem is minor and you do not wish to take the matter forward
- to try and work out your own resolution (with or without a support person such as a SPO)
- to seek a mediated resolution with the help of a third person
- to seek a formal approach

FORMAL APPROACHES

Step 4: Making a Formal complaint

If your complaint is not resolved or informal approaches are not appropriate or possible, you may:

- make a formal complaint in writing to the SPO or Head instructor(s)
- approach a relevant external agency for advice

If an SPO receives the formal complaint, they will share the complaint with a Head Instructor of Jin Sei Ryu Chicago or, if this is not appropriate, with the Branch Head Instructor of Jin Sei Ryu North America (Sei Shihan Mel Ramsey) or his designee, OR the Managing Director of Jin Sei Ryu International (Kanchō Ino Maquirang) or his designee.

On receiving a formal complaint and based on the material you have provided, the Head Instructor(s) will decide whether:

- they are the most appropriate person to receive and handle the complaint
- the nature and seriousness of the complaint warrants a formal resolution procedure
- to appoint a person to **investigate** (gather more information on) the complaint



- to notify the Branch Head Instructor of Jin Sei Ryu North America or the Managing Director, Jin Sei Ryu Karate-Do International that a complaint at Jin Sei Ryu Chicago has been raised
- to refer the matter to the police or other appropriate authority
- to implement any interim arrangements that will apply until the complaint process set out in these Procedures is completed.

In making the decision(s) outlined above the SPO or Head Instructor(s) will take into account:

- whether they have had any personal involvement in the circumstances which means that someone else should handle the complaint;
- your wishes, and the wishes of the respondent, regarding the manner in which the complaint should be handled;
- the relationship between you and the respondent (for example an actual or perceived power imbalance between you and the respondent);
- whether the facts of the complaint are in dispute; and
- the urgency of the complaint, including the possibility that you will be subject to further unacceptable behavior while the complaint process is underway.

If the SPO is the appropriate person to handle the complaint they will, to the extent that these steps are necessary:

- put the information they've received from you to the person/people you're complaining about and ask them to provide their side of the story;
- decide if they have enough information to determine whether the matter alleged in your complaint did or didn't happen; and/or
- recommend to the Head Instructor, Branch Head Instructor and Managing Director, Jin Sei Ryu Karate-Do International what, if any, further action to take. This action may include disciplinary action in accordance with this policy.

Step 5: Investigation of the complaint

- A person appointed under Step 3 will conduct an investigation and provide a written report to the Head Instructor who will determine what further action to take;
- If the complaint is escalated to the Branch Chief of Jin Sei Ryu Karate-Do North America, or the Managing Director of Jin Sei Ryu Karate-Do International, an independent investigation may be conducted in accordance with **[Attachment D2]** or as otherwise agreed by you and the respondent in consultation with the Head Instructor.
- If the complaint is referred to the police or other appropriate authority, the SPO will use their best endeavors to provide all reasonable assistance required by the police or other authority.

Step 6: Reconsideration or escalation of an initial outcome/investigation

If, under the formal complaint process, you are not satisfied with the outcome of the initial resolution process, you may request that the Managing Director, Jin Sei Ryu Karate-Do International reconsider the complaint in accordance with **Step 3**.

You or the respondent(s) may be entitled to escalate a decision at the Branch level. The grounds and process for escalated complaints under this Policy are set out in **[Attachment D4]**.



Step 7: Documenting the resolution

The SPO will document the complaint, the process and the outcome. This document will be stored in a confidential and secure place. If the complaint was dealt with at the dojo level, the information will be stored in the dojo office. If the matter is of a serious nature, or if the matter was escalated to and/or dealt with at the national or international level, the original document will be stored at the national and/or international office with a copy stored at the local office.

EXTERNAL APPROACHES

There are a range of other options available depending on the nature of your complaint. If you feel you have been criminally harassed, stalked, or assaulted, or if you feel that a minor was harmed, you may consult with a private attorney or the legal authorities.

You may also approach another external agency such as the police.

In the event that a Complainant or Respondent is a student of Jin Sei Ryu Karate-Do International but not a student of Jin Sei Ryu Karate-Do Chicago, this document will be used as a guideline for resolving the complaint, keeping in mind that the other dojo may have different complaint handling processes and procedures.

REMEDIES UNDER THIS PROCEDURE

The remedies possible under this Complaints procedure are limited in scope. Complainants who believe that a crime has been committed against them are encouraged to report to the appropriate legal authorities.

The Head Instructors of Jin Sei Ryu Chicago approach the task of maintaining an environment of safety, dignity, and respect for all training members with the utmost seriousness. Whenever possible, the head instructors prioritize clear, respectful communication between training members as a means of resolving disputes & addressing transgressions, and believe in a restorative rather than punitive justice model within the Jin Sei Ryu Chicago training community. However, if a community member is threatening the physical, emotional, or mental safety of one or more community members, the Head Instructors recognize that the threat must be neutralized before any healing may begin. Responses may include, but are not limited to:

- Suspension from certain classes, as defined by the day of the week and time of the class (e.g., the 7PM Wednesday class), or from all classes, for a defined timeframe. When this timeframe has elapsed, the matter will be revisited to determine next steps
- Suspension from certain classes, or from all classes, until identified training has been obtained and lapses in judgement or knowledge are demonstrably rectified to the satisfaction of the Head Instructors, with input from SPOs or Complainants as indicated



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- Expulsion from Jin Sei Ryu Chicago for one year. After one year has elapsed, the matter will be revisited to determine next steps
- If the Respondent is an instructor, “suspension” and “expulsion” will be understood to mean suspension or expulsion of teaching duties; not necessarily suspension from participation as a student, unless this is specified
- If the Respondent has administrative responsibilities, “suspension” and “expulsion” will be assumed to include these duties, unless otherwise specified.

Remedies will be recorded in accordance with Step 7 of this document.



Attachment D2: INVESTIGATION PROCESS

If an investigation needs to be conducted to gather more information the following steps will be followed:

1. We will provide a written brief to the investigator clarifying terms of engagement and roles and responsibilities. The investigator will:
 - 1.1 Interview the complainant and record the interview in writing.
 - 1.2 Convey full details of the complaint to the respondent (s) so that they can respond.
 - 1.3 Interview the respondent to allow them to answer the complaint, and record the interview in writing.
 - 1.4 Obtain statements from witnesses and other relevant evidence to assist in a determination, if there is a dispute over the facts
 - 1.5 Make a finding as to whether the complaint is:
 - substantiated (there is sufficient evidence to support the complaint);
 - inconclusive (there is insufficient evidence either way);
 - unsubstantiated (there is sufficient evidence to show that the complaint is unfounded); and/or
 - mischievous, vexatious or knowingly untrue.
 - 1.6 Provide a report to the Managing Director, Jin Sei Ryu Karate-Do International documenting the complaint, investigation process, evidence, finding and, if requested, recommendations.
2. We will provide a report to the complainant and the respondent(s) documenting the complaint, the investigation process and summarizing key points that are substantiated, inconclusive, unsubstantiated and/or mischievous.
3. The complainant and the respondent(s) will be entitled to support throughout this process from their chosen support person/adviser (e.g., SPO or other person).
4. The complainant and the respondent(s) may have the right to escalate any decision based on the investigation. Information on our escalation process is in **[Attachment D4]**.



Attachment D3: PROCEDURE FOR HANDLING ALLEGATIONS OF CHILD ABUSE

An allegation of child abuse is a very serious matter and must be handled with a high degree of sensitivity. It is not the responsibility of anyone working in a Jin Sei Ryu Karate-Do Branch in a paid or unpaid capacity to decide whether or not child abuse has taken place. However, there is a responsibility to act on any concerns by reporting these to the appropriate authorities. The following outlines the key steps to follow. More information can be obtained from State or City government agencies.

Step 1 – Initial Receipt of an Allegation

If a child or young person discloses an allegation involving harm or abuse to them or another child, then it is crucial that you:

- Stay calm
- Listen, be supportive and do not dispute what the child says
- Reassure the child that what has occurred is not the fault of the child
- Be honest with the child and explain that other people may need to be told in order to stop what is happening
- Ensure you are clear about what the child has said but do not elicit detailed information, ask leading questions or offer an opinion
- Act promptly to accurately record the discussion in writing
- Do not discuss the details with any person other than those detailed in these procedures
- Do not contact the alleged offender

Step 2 – Report allegations

- Immediately report any allegation or disclosure of child abuse or situation involving a child at risk of harm, to the police and/or government child protection agency. You may need to report to both.
- Contact the Illinois Department of Child and Family Services (DCSF) or police for advice if there is **any** doubt about whether the complaint should be reported (for example, the allegation may relate to poor/inappropriate practice). The DCFS hotline number is **800-25-ABUSE (800-252-2873)**
- If the child's parent/s is suspected of committing the abuse, you should report the allegation to the relevant government agency
- If the allegation involves anyone to whom our policy applies, then also report the allegation to the local Head Instructors and the Managing Director, Jin Sei Ryu Karate-Do International so that they can manage the situation (e.g. contact the parents following advice from the authorities, deal with any media enquiries and manage steps 3 and 4).

Step 3 – Protect the child and manage the situation

- The Head Instructors will assess the risks and take interim action to ensure the child(ren)'s safety. Actions the Head Instructors may implement include redeployment of the alleged offender to a non-child related position, supervision of the alleged offender or removal/suspension from their duties until the allegations are finally determined. Please be aware it is the Head Instructor's role, not the SPO's, to undertake action such as redeploying someone and seek legal advice if person is in a paid employment.
- The Head Instructor and SPO will consider the kind of support that the child/ren and parents may need (e.g. counselling, helplines, support groups).



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- The Head Instructors and SPO will address the support needs of the alleged offender.
- The Head Instructor will also put in place measures to protect the child and the person against whom the complaint is made from victimization and gossip. If the person is dismissed, it should be made clear to any persons aware of the incident that this does not mean the respondent is guilty and a proper investigation will be undertaken.

Step 4 – Internal action

Where there is an allegation made against a person to whom this policy applies, there may be two types of investigations:

- Criminal (conducted by police)
- Disciplinary or misconduct (conducted by Jin Sei Ryu Karate-Do Chicago or another Jin Sei Ryu Karate-Do entity)

Irrespective of the findings of police inquiries, the Head Instructors will assess the allegation to decide whether the person should be reinstated, banned, have their employment or position terminated or any other action.

The final decision-maker will be the Head Instructors and will consider all the information, including the findings from internal investigations, the police, government agency and/or court, and determine a finding, recommend action and explain its rationale for the action. This may be a difficult decision particularly where there is insufficient evidence to uphold any action by the police.



Attachment D4: ESCALATION PROCESS AND PROCEDURE

Escalation Procedure

1. A complainant or a respondent(s) who is not satisfied with the decision of an investigation may request an escalation to the Managing Director, Jin Sei Ryu Karate-Do International on one or more of the following bases:
 - 1.1 That a denial of natural justice has occurred; or
 - 1.2 That the disciplinary measure(s) imposed is unjust and/or unreasonable.
 - 1.3 That the decision was not supported by the information/evidence provided to the SPO
2. A person wanting to escalation in accordance with clause 1 must lodge a letter setting out the basis for their escalation with the Managing Director, Jin Sei Ryu Karate-Do International within 10 business days of the relevant decision.
3. If the request for escalation is not received by the Managing Director, Jin Sei Ryu Karate-Do International within the time period the right of escalation lapses.
4. The request for escalation and a copy of the Branch investigation decision report will be forwarded to the designees of the Managing Director of Jin Sei Ryu International to review and decide whether there are sufficient grounds for an independent investigation to proceed. The Managing Director, Jin Sei Ryu Karate-Do International and his designees may solicit feedback or advice from individuals it believes can help them make an informed decision.
5. If the party requested an escalation has not shown sufficient evidence to warrant an independent investigation in accordance with clause 1, then the request for escalation will be denied. The complainant and respondent will be notified with reasons.
6. If the request for escalation is accepted the Managing Director will conduct a new independent investigation. The complainant and respondent will be notified with reasons.
7. The investigative process detailed in **[Attachment D2]** will be followed for the escalated complaint.
8. The decision of the Managing Director, Jin Sei Ryu Karate-Do International will be final.