3385A Yonge Street, Toronto, Ontario, M4N 2M8
www.ipedojo.com / @ipedojo / ipedojo@ipedojo.com

COMPLAINTS & RESOLUTION POLICY

Our commitment

Ipê Dojo is committed to providing a safe, respectful, inclusive, and supportive environment for all students, families, athletes, coaches, staff, and visitors.
We encourage open communication and take concerns and complaints seriously. All complaints will be handled fairly, respectfully, and with appropriate discretion.

How to submit a complaint

Concerns or complaints may be submitted in writing to the Ipê Dojo management team.
Email: ipedojo@ipedojo.com
Please include, whenever possible:

- Your name and contact information.
- A description of the concern or incident.
- The date and location of the incident.
- The names of individuals involved, if relevant.
- Any supporting information.

A complaint may be submitted by a parent or guardian on behalf of a minor.

How complaints are handled

Upon receiving a complaint, Ipê Dojo management will:

1. Acknowledge receipt of the complaint.
2. Review the information provided and assess the nature of the concern.
3. Speak with the individuals involved when appropriate.
4. Determine appropriate actions or resolutions.
5. Communicate the outcome to the complainant, where appropriate and permitted by privacy considerations.

Complaints will be addressed within a reasonable timeframe, considering their nature and complexity.

Confidentiality and fairness

Information will be shared only with individuals who reasonably need it to review or resolve the matter, or where disclosure is required by law.
All parties will be treated fairly and respectfully. Individuals involved will be given an appropriate opportunity to provide relevant information.

Conflict of interest

If a complaint involves a member of Ipê Dojo management, that individual will not be responsible for investigating or deciding the complaint.
Where an impartial internal review is not possible, the matter may be referred to an appropriate external authority or independent professional.

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Safe Sport and Serious Misconduct

Concerns involving abuse, harassment, discrimination, violence, or other serious misconduct will be assessed for appropriate protective measures and external reporting.
Individuals may also report concerns directly to the appropriate sport governing body or independent reporting authority, where that body has jurisdiction.
Nothing in this policy prevents anyone from contacting the police, child protection services, or another appropriate authority.

Protection against retaliation

Retaliation against anyone who raises a concern in good faith or participates in a complaint review is prohibited.

Records and follow-up

Ipê Dojo will maintain appropriate records of formal complaints and their resolution, with access restricted to authorized individuals.
Management may review complaints to identify opportunities to improve club policies, communication, and safety practices.

Contact

Ipê Dojo Management
Email: ipedojo@ipedojo.com

Because at Ipê Dojo, respect always comes before results

Effective Date: November 2026