

Appendix B

	Problems highlighted in complaints	Improvements made
1	Transparency in corporate processes	<ul style="list-style-type: none"> ➤ Policy documents (including selection policy, appeals policy, complaints policy and code of conduct) <ul style="list-style-type: none"> • endorsed by an overwhelming majority of members at the EGM on 12 May 2018 • promulgated at KFHKC's website
2	Transparency in the selection process	<ul style="list-style-type: none"> ➤ For kata competitions, the Selection Policy now requires the referees to display the score awarded for each contestant immediately after the match ➤ According to the Selection Policy: <ul style="list-style-type: none"> • a provisional winners' list will be finalized by the close of play of a selection tournament and available for entertaining requests by individual contestants to ascertain their positions • one reserve will be designated and his/her name will be appended to the winners' list
3	Communication between office and dojos/members	<ul style="list-style-type: none"> ➤ communication with dojos by means of email instead of by ordinary post ➤ According to the Selection Policy, <ul style="list-style-type: none"> • notification of results to contestants are to be sent by email instead of by ordinary post • contestants will be notified before the results are made known in the public • Unsuccessful contestants will be notified of their status, as well as their right to appeal against the decision

4	Unwritten rules for kata competitions	➤ explicitly stated in writing in the document “Selection Policy”
5	Definition of “organization” for the avoidance of conflict of interest	➤ definition now formulated and incorporated into the document “Selection Policy” ➤ Under the Code of Conduct, all referees shall avoid conflict of interest in conducting refereeing and violation of this rule shall result in disciplinary action by the General Committee of KFHKC
6	Appeals	➤ Formal procedures set up in the document “Appeals Policy”
7	Area of responsibility of KFHKC	➤ As per the Selection Policy, KFHKC will not assume responsibility for: <ul style="list-style-type: none"> • Members’ participation in overseas competitions as individuals not representing “Hong Kong China” • Members’ participation in overseas competitions on a self-funded basis.