



# MEMBERSHIP CHARTER

What our members can expect from us

What we expect from our members

# INTRODUCTION

England Boxing services more than 25,000 members and almost 1,000 clubs, in addition to many other supporters and stakeholders who are involved in the sport.

Our members, supporters and stakeholders are at the heart of everything we do and adhering to high standards of customer care is very important to us.

This membership charter sets out the service you can expect as a member or supporter of England Boxing – and what we expect in return. Our aim is to provide services as effectively and efficiently as possible for all our members and supporters.

We will:

- Respond to all enquiries promptly, efficiently and accurately
- Communicate clearly and effectively
- Be polite and professional via all means of communication
- Treat all our members and supporters with respect and dignity
- Apologise if we get things wrong, and explain what we will do about it

Please be aware that the quickest way to resolve your query may be to refer to the [England Boxing website](#), which is full of useful information.



# RESPONDING TO PHONE ENQUIRIES

When you phone us:

- We will endeavour to resolve your query at the first point of contact
- Should this not be possible, we will take your contact details and nature of your enquiry. We will either find out the answer to your query or pass on to the relevant team member within our organisation
- We will then get back to you within 72 working hours of your telephone call (please note that in certain circumstances this may take longer).

Our main office number is 0114 2235654 and our normal working hours are 8am to 5pm, Monday to Friday. During this time, we will endeavour to answer all calls that we receive.



# RESPONDING TO EMAILS

We receive a large number of email enquiries, ranging from how affiliate to events calendars and rules of the sport. To help us organise these enquiries, we have different inboxes for different queries:

[enquiries@englandboxing.org](mailto:enquiries@englandboxing.org)

For queries relating to:

- General information
- Membership support
- Club support
- Rules
- DBS.

[courses@englandboxing.org](mailto:courses@englandboxing.org)

For queries relating to:

- Coaching courses
- Officials courses
- Safeguarding courses.

[newcoachregistrations@englandboxing.org](mailto:newcoachregistrations@englandboxing.org)

For queries relating to:

- Post course queries
- New Level 1 Coach ID card queries.

[safeguarding@englandboxing.org](mailto:safeguarding@englandboxing.org)

For queries relating to:

- Safeguarding concerns
- DBS panel updates
- Compliance.

[finance@englandboxing.org](mailto:finance@englandboxing.org)

For queries relating to:

- General finance-related items.

[expenses@englandboxing.org](mailto:expenses@englandboxing.org)

For queries relating to:

- All expenses-related items.

[invoice@englandboxing.org](mailto:invoice@englandboxing.org)

For queries relating to:

- All invoice-related items.



# REGIONAL ASSOCIATIONS AND CLUB SUPPORT OFFICERS

England Boxing is split into regional associations, each of which is supported by a regional secretary. These secretaries support the clubs and members within their association.

Each region also has a medical registrar who is responsible for the administration of BCRIs and membership ID cards.

You can contact each association using the emails and contact numbers found [here](#).

How can my Club Support Officer help?

England Boxing employs regional Club Support Officers (CSOs), covering all of England. They provide a long list of services to our clubs.

Your CSO can help you with facility issues, lease arrangements, asset transfer, financial security, project development and funding.

They can also help with setting up boxing in new venues, recruiting and training new volunteers, marketing, recruitment campaigns and events.

Contact your local CSO [here](#).



# EXPECTED STANDARDS

In return for what England Boxing provides for its members, we ask in return that you:

- Treat our staff and regional volunteers with respect
- Be considerate and polite
- Provide us with the information we need to deliver our services
- Ask us to explain anything you are not sure about.

Our employees and regional volunteers mean a lot to us and are entitled to a safe working environment. To ensure this, we ask that members do not speak to our staff or regional volunteers with disrespect, or threaten, bully or harass them, including swearing or shouting at them. While such instances are very rare, should it happen, we reserve the right to limit contact, and, in some cases, refer to our disciplinary process.

Please note we cannot 'bend' the rules for specific issues, clubs or individuals, including rules and membership policies. You will not get a different outcome by calling different members of England Boxing staff; all are trained in the same policies and processes.

Individual England Boxing employees and regional volunteers cannot advise you on disputes or disciplinary cases if they are not assigned to that case. Even when assigned to a case, they cannot advise in anything other than their capacity as an employee.



# REPORT A SAFEGUARDING ISSUE

For emergencies relating to safeguarding, safety and/or child protection between 8am and 5pm, Monday to Friday, please contact us on:

0114 2235654

To report safeguarding emergencies or to raise a concern during out-of-office hours, please complete the safeguarding referral [form](#) and email to [safeguarding@englandboxing.org](mailto:safeguarding@englandboxing.org)

Or contact the NSCPCC on 0808 800 5000 or via [www.nspcc.org.uk/what-we-do/about-us/contact-us](http://www.nspcc.org.uk/what-we-do/about-us/contact-us)

You can view our safeguarding policies [here](#) and our compliance policies [here](#).



# REPORT AN INCIDENT TO US

If you have witnessed or been a victim of racism or discrimination, or are aware of an individual or individuals not conforming to the [Code of Conduct](#) that you feel we need to investigate, report is at [safeguarding@englandboxing.org](mailto:safeguarding@englandboxing.org)

## Giving feedback about customer service

We are committed to providing high standards of member and customer service. However, if you are unhappy, or happy, with any of our services, and would like to feed back to us, then please email [enquiries@englandboxing.org](mailto:enquiries@englandboxing.org)





# ENGLAND BOXING STRATEGIC PLAN 2022-27

Our 2022-27 strategic plan has been devised so that every club, partner and stakeholder in the sport is clear on the full role that they play in the sport as part of the potential and ambition contained within this strategy.

Together we have the opportunity over the next five years to build a brighter future for our sport which is underpinned by a thriving boxing community who are making the inclusive, diverse and accessible to anyone to maximise their involvement.

You can view more about the England Boxing strategic plan for 2022-27 [here](#).

