



Informal Grievance Policy

Whenever possible incidents and problems that arise should be dealt with by way of informal procedures. The informal stage serves to:

- protect all parties from further harm and from adverse publicity;
- remind everyone of his or her ethical obligations as coach, participant, official or administrator;
- give out the message that conduct always matters, that complainants, victims and accused persons receive support and care within the organisation and that such matters are taken seriously and are being continuously monitored;
- avoid formal disciplinary procedures except in appropriate cases;
- keep matters within bounds and allows explanations and re-evaluation of conduct, which might be causing problems, often through lack of awareness.

If those concerned cannot resolve their difficulties, it is recommended that they enlist the assistance of a knowledgeable independent / neutral mediator who, if chosen wisely will expedite a solution acceptable to both / all parties, without resort to more serious and damaging avenues such as disciplinary procedures.

If not readily identifiable by the parties involved, the mediator should be identified / appointed by the appropriate Secretary of Committee of the Club, Division, or Association from whose number the protagonists emanate or the Compliance Manager of England Boxing.

Where the dispute derives from two different bodies, the Secretary of both bodies should liaise with a view to appointing a mutually agreed mediator.

Whenever possible, both parties should be encouraged to accept the mediators decision as final. It is for this reason, both parties should be wholly content that the mediator is both knowledgeable and independent.

The mediator selected or appointed should listen to each person / party. He / she should ensure they are provided with a full and factual account, agreed by both parties if at all possible, familiarising themselves with all relevant facts, names, times, places etc.

Both persons / parties should be afforded equal time with no limit to state their case with each being urged to allow the other time to freely relate their case without interruption.

Having heard the accounts, the mediator should divorce from the matter misunderstandings and such material as unintended offensive behaviour / words etc.

The Informal Grievance Procedure is not one of 'scoring points one against the other' but should be a process of striving to reach agreement by all parties. Neither party should see it as a victory or defeat. Adult and sensible conclusions can be the only acceptable result.

One should always remember that no individual is larger than the sport itself. If parties agree to differ with any particular point – acquiescence should only be seen as sensible and professional and not the actions of one who has lost.

No one would suggest that this type of mediation is simple, easily completed or at all times successful, however, if successful it can be most rewarding for everyone concerned and the aforementioned procedures may well result in the acquiescence of both parties and a desirable conclusion to the dispute.

If an informal grievance meeting is not practical, or is likely to get out of hand, then the problem should be channelled through formal grievance or disciplinary procedures.

Version: 2.1	Equity and Inclusion Sub-committee	Date: May 2010
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Review Schedule		
<i>Date of Review</i>	<i>Version</i>	<i>Summary of Changes</i>
	2.1	Reference to right organisations and people