



## England Boxing Complaints Policy and Procedure

### 1 Introduction

- 1.1 As the National Governing Body (NGB) for Olympic (formerly amateur) Boxing in England, England Boxing (EB) strives to provide an excellent service to its members and stakeholders in line with its values.
- 1.2 EB welcomes and encourages feedback of all kinds from our members and stakeholders. If you have a Complaint about our services, our customer service, or about our employees, subcontractors, volunteers, not only do we want to resolve it to your satisfaction, but we also want to learn from it in order to improve our organisation and stakeholder experience in the future.
- 1.3 If you feel we have fallen short of achieving our high standards, we encourage you to work with us to understand where we could do better, and how we can continually make improvements.
- 1.4 It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:
  - 1.4.1 To provide a clear and fair procedure for anybody who wish to make a Complaint about England Boxing, our services, our customer service, or about our employees, subcontractors, volunteers;
  - 1.4.2 To ensure that everyone working for or with England Boxing knows how to handle Complaints made by our stakeholders;
  - 1.4.3 To ensure that all Complaints are handled equally and in a fair and timely fashion;
  - 1.4.4 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

### 2 Purpose

- 2.1 It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies.
- 2.2 This complaints procedure aims to establish a clear, transparent, and accountable system for you to work with us and help us improve. We will take

your complaint seriously and will address it and respond to it as quickly as possible given the resources we have.

### **3 Who can make a complaint**

3.1 Any member of the public, both members and non-members, or their representatives, staff, businesses, public and voluntary bodies can make a complaint about EB.

### **4 Before raising a complaint**

4.1 The following areas are not classified as complaints and so are not dealt with under this policy. If you want to report a concern on any of the issues set out below, you need to refer to the following policies and use the following email addresses:

- Safeguarding – Further information is here on our [website](#)
- Compliance – Further information is here on our [website](#)
- Performance Pathway Selection – further information is here on our [website](#)
- Anti-doping – this is dealt with by UK Anti-Doping, please see our [website](#) for further information.

4.2 We would encourage people in the first instance to resolve their differences or concerns in a kind and conciliatory manner and directly with the individual(s) who triggered your concern. If you have a concern or a possible complaint but don't know who to discuss it with contact [complaints@englandboxing.org](mailto:complaints@englandboxing.org) and we will help put you in contact with the right person(s) to discuss your concern with.

4.3 If the discussion does not address the issues and you wish to take the matter further you can either provide feedback, as set out in clause 10 below, or raise a complaint, as set out in clause 5 below.

4.4 You should understand that a complaint is an expression of dissatisfaction about EB's action, or lack of action, or about the standard of a service, where the action taken or the service provided was done so by an EB staff member, volunteer acting on behalf of the EB, or a body or organisation acting on behalf of the EB.

4.5 A complaint is not an initial request for a service to be delivered within a published timescale, except where the consequential actions of EB mean the definition of a complaint, as defined above, are met.

4.6 A complaint cannot be about:

- one of our published policies;
- wider government policy;
- matters concerning contractual or other legal disputes;
- a disciplinary procedure in progress under the Disciplinary Code; and/or

- a decision that was reached properly and in accordance with our policies and procedures.

4.7 Please ensure your complaint relates to something that has happened in the last three months. We recognise there may be exceptional reasons why a complaint is older, we will use our sole discretion as to whether we accept such complaints.

## **5 Procedure for raising a complaint**

5.1 Please raise your complaint by emailing [complaints@englandboxing.org](mailto:complaints@englandboxing.org) Please put "Complaint" into the subject box and remember to leave your name and contact details, including telephone number.

5.2 Upon receipt of your complaint, a member of our team will review the complaint and contact the most appropriate Complaint Lead (as set out in clause 6.1 below) to deal with it.

5.3 We aim to acknowledge your complaint within five working days, when we will also advise you of the name of the person(s) who will take responsibility for your complaint.

5.4 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:

- (a) Your name, address, telephone number and email address (We will contact you using your preferred contact method as your Complaint is handled);
- (b) If you are making a Complaint on behalf of someone else, that person's name and contact details as well as your own;
- (c) If you are making a Complaint about a particular transaction issue, the reference number, e.g. membership number, invoice number etc.;
- (d) If you making a Complaint about a particular employee, contractor, volunteer of ours, the name and, where appropriate, position of that person.
- (e) Further details of your Complaint including, as appropriate, all times, dates, events, and people involved;
- (f) Details of any documents or other evidence you wish to rely on in support of your Complaint;
- (g) Details of what you would like England Boxing to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.)

5.5 The Complaint Lead will be investigating or be responsible for appointing an individual or team, who they consider independent to investigate the matter, they may ask you for further information to assist them with the investigation.

- 5.6 We will aim to provide a full written response to your complaint within ten working days of acknowledgement of the complaint. If this is not possible, we will notify you of this and provide you with an explanation for the delay and a date on which you should expect to receive a response.
- 5.7 If your complaint is upheld, we will advise you what, if any, remedy or rectification can be applied in the particular circumstances.

## 6 Complaints handling overview

- 6.1 Recognising that a complaint does not always fall cleanly into a single 'category' our intent is that complaints/appeals will be dealt with by the Complaint Lead or Appeal Lead as set out below:

Complaint About	Complaint Lead	Appeal Lead
Members	Compliance & Safeguarding Manager	Head of Compliance
Clubs	Compliance & Safeguarding Manager	Head of Compliance
Volunteers	Head of Workforce	CEO
EB Staff	Line Manager	CEO
CEO	Board of Directors	Chair of Board
Board Member	Board of Directors	Chair of Board
Chair of Board	Independently appointed	Independently appointed

- 6.2 Notwithstanding clause 6.1, EB at its sole discretion will decide the appropriate Complaint Lead and Appeal Lead for each individual complaint/appeal; where it varies from, or is not defined in, clause 6.1 we will notify you of the appropriate lead.
- 6.3 Where possible a complaint will be dealt with by an individual not involved in any previous discussions or actions in the complaint.

## 7 General

- 7.1 We do not investigate anonymous complaints but will treat such communications as feedback.
- 7.2 We do not accept complaints that are broadly the same as a previous complaint from the same complainant.
- 7.3 We do not progress complaints that we believe are vexatious or malicious, see clause 9 below.
- 7.4 We do not progress complaints that are about or related to a case in progress under the Disciplinary Code.
- 7.5 We do not tolerate abusive behaviour or language from complainants.

- 7.6 Every effort will be made to ensure your complaint is handled confidentially. However, there may be occasions where due to the nature of the complaint this is not possible. If this is the case, we will discuss this with you directly.
- 7.7 Details of all complaints received will be recorded on our complaints log. This will include your name, contact details and the date of the complaint.
- 7.8 All records from the complaints process will be retained in a secure and confidential manner by EB in accordance with the EB Data Protection Policy and Privacy Policy, and any applicable data protection legislation in effect at the time of the complaint including, but not limited to, the GDPR and Data Protection Act 2018.
- 7.9 Records held as part of the complaints process will be retained for a period of six years.
- 7.10 All communication related to the complaint will be handled by @englandboxing.org email addresses and we will clearly identify the appropriate emails to use for any necessary correspondence. Please do not email other individual members of staff or volunteers about your complaint or appeal as this may compromise your complaint.

## **8 Appeal**

- 8.1 If you, or the person(s) you have raised the complaint against, remain unsatisfied with the outcome or the way your complaint has been handled then you, or they, can appeal the complaint findings.
- 8.2 If you wish to appeal, you should submit any request within ten working days of receipt of our response to you. You should do this by emailing the Complaint Lead who has dealt with your case, making sure that you clearly state that you wish to make an appeal, and providing a clear description of why you are unhappy with the outcome of your complaint. If any other party appeals your complaint, we will notify you.
- 8.3 We will aim to acknowledge your request within five working days and the Appeal Lead, or a delegated individual, will provide a written response within ten working days.
- 8.4 The Appeal Lead, at their discretion, may either action the appeal themselves or appoint an individual or team to review your appeal and provide a response to you. Any person(s) involved in the appeal will not have been involved in the initial complaint.
- 8.5 The decision of the appeal is final.

## **9 What we expect from you**

- 9.1 We understand that if you have a complaint, you are likely to feel strongly about it. We also understand that you may feel angry, frustrated, or upset by the circumstances that led to your complaint and this may cause you to act in a way that is out of character. Nevertheless, we expect you to be polite and courteous to our staff and our volunteers and we will not tolerate aggressive or abusive

behaviour. There is a large amount of work at EB done by teams of volunteers, and we expect complainants to respect that.

- 9.2 In most cases complaints can be dealt with quickly and simply. However, in a minority of cases complaints are pursued in unreasonable and inappropriate ways. We have no choice but to take action to protect our staff and volunteers where this is the case.
- 9.3 Some criteria and examples of unreasonable complaints are set out in the Appendix, this is not an exhaustive list.
- 9.4 If we deem a complaint unreasonable, we will take action that is proportionate. This may include refusing to consider further, additional complaints about a matter currently under consideration, and placing limits on telephone conversations or person contact e.g., limiting telephone contact to one named member of staff.
- 9.5 The decision to apply measures to manage unreasonable complaints will be taken by the Head of Compliance, the CEO, or the Chair of the Board as appropriate. The complainant will be informed of the measures in writing.
- 9.6 EB wants to deal honestly and respectfully with complainants and ensure that other service users, staff or EB as a whole do not suffer detriment from persons making vexatious, aggressive or obsessive complaints.
- 9.7 Examples of behaviour which could be defined as vexatious, aggressive, or obsessive include:
  - excessive and repeated attempts to contact staff and volunteers;
  - pursuing multiple complaints against EB at the same time;
  - making unreasonable demands of staff and volunteers;
  - threats (including those of legal action) against staff/volunteers or EB;
  - repeated raising of unreasonable complaints (see above)
  - making multiple complaints to multiple external organisations about EB;
  - complaining about parties and or persons involved in a disciplinary procedure under the EB Disciplinary Code.
- 9.8 The Head of Compliance, the CEO, or the Chair of the Board as appropriate will write to complainants to inform them that their behaviour is considered to be unacceptable.
- 9.9 If we experience vexatious, aggressive, or obsessive behaviour from a complainant we will take action that is proportionate to the nature and frequency of the complainant's conduct. The decision to refer disciplinary complainants to be dealt with in accordance with Vexations Complaints Procedure section in Appendix 2.

## **10 Feedback**

- 10.1 Where your concern does not meet the criteria for a complaint then you can still provide feedback. Feedback is always welcome and is taken seriously. We will

ensure that any feedback received is discussed by the appropriate people to improve the service that we offer.

10.2 Feedback should be sent directly to [complaints@englandboxing.org](mailto:complaints@englandboxing.org) We will acknowledge your email but typically, will not provide formal responses and updates to you individually.

10.3 Members can also provide feedback through their local Regional Association, and if this does not address the issue raise a resolution at an AGM following the procedure set out in our Articles of Association.

## **Appendix 1 – Unreasonable, Vexatious Complaints**

Unreasonable complaints are complaints that:

- because of the nature of the contact or frequency with which the complaint is pursued, hinder our ability to properly consider the matters at hand or;
- place unwarranted demands on staff time or;
- may be justified grievances but pursued in inappropriate ways, or
- have already been fully investigated and responded to.

Here are some examples of the actions and behaviours that may lead the EB to deem a complaint unreasonable:

- refusing to specify the grounds of a complaint, despite offers of assistance from staff;
- refusing to co-operate with the complaints procedure while still wishing the complaint to be resolved;
- refusing to accept that some issues are not within the remit of our complaints procedure despite having been provided with the information;
- refusing to accept that some issues are not within the remit of our complaints procedure because the issue is already being dealt with in an ongoing Disciplinary investigation or procedure;
- changing the basis of the complaint while the procedure is in process;
- introducing trivial or irrelevant new information or raising large numbers of detailed but unimportant questions and insisting they are fully answered;

- adopting a 'scattergun approach': Repeatedly contacting different members of staff or volunteers with different information and/or questions or pursuing a complaint simultaneously with a number of different organisations;
- submitting a repeat complaint once the matter has been concluded or refusing to accept a decision and repeatedly arguing a point or complaining about the decision;
- using the complaints procedure to deliberately obstruct the work within England Boxing or the boxing community;
- submitting complaints solely aiming as a personal attack and or aimed damaging an organisation's or person's reputation;
- making excessive demands on the time and resources of staff with lengthy phone calls, emails to numerous England Boxing staff / Board members, or detailed communication every few days, and expecting immediate responses;
- submitting repeat complaints with minor additions/variations, which the complainant insists make these 'new' complaints;
- refusing to accept the decision; repeatedly arguing points with no new evidence
- bringing England Boxing and the sport into disrepute by communicating vexatious views to clubs and members through phone, email and social media posts.

## **Appendix 2 – Vexatious Complaints Procedure**

### **1 Process for declaring a complaint to be vexatious or behaviour to be unreasonable**

- 1.1 When a member of staff, officer, Board member, athlete or volunteer of England Boxing considers a complainant to be vexatious or behaviour to be unreasonable, the matter will be referred to the Head of Compliance at England Boxing. Where the complaint relates to the Head of Compliance, the matter shall be referred to the CEO.
- 1.2 In the first instance, the Head of Compliance will seek to remedy the situation informally, advising the person that this policy has been invoked and of the possibility of sanctions being applied.
- 1.3 In reaching a decision on whether to pursue sanctions in line with this policy, the Head of Compliance will seek support from the CEO and consider:
  - (a) The nature and history of the complaint and/or the individuals behaviour;
  - (b) the impact of the complainant's behaviour on the health safety and welfare of England Boxing employees, officers, volunteers or relevant third parties;



- (c) any other information that the Head of Compliance shall consider to be relevant.

## **2 Potential Sanctions**

2.1 The Head of Compliance may impose such sanctions as they consider appropriate, taking in to account the facts of each individual case, including, without limitation:

- (a) Limiting contact with England Boxing to one medium (for example, telephone, letter, email etc.);
- (b) requiring the person to communicate with a designated individual from England Boxing only;
- (c) insisting that a England Boxing witness is present during any face-to-face contact;
- (d) refusal to process further complaints about the same matter;
- (e) refusal to engage with the person for a specified period of time;
- (f) suspension of the individual's membership with England Boxing;
- (g) expulsion from membership of England Boxing;
- (h) exclusion from competition under the auspices of England Boxing;
- (i) referral to statutory agencies including the Police;
- (j) any other sanction which the Head of Compliance considers to be appropriate in the circumstances which could extend to sanctions for the affiliated club that the individual is representing.

2.2 Any sanction imposed pursuant to this policy shall be proportionate in light of the circumstances of each individual case.

2.3 The outcome will be communicated within 7-days of the decision which will confirm:

- (a) Why England Boxing has taken the decision it has;
- (b) the sanction(s) imposed;
- (c) the duration of any restrictions or sanctions and the timing of any proposed review.

## **3 Appeals**

3.1 This policy will only be invoked when all reasonable attempts to remedy a situation have been exhausted through our Disciplinary and Complaints procedures.

3.2 There is therefore no right of appeal against any restriction or sanction that is imposed through this policy.

Version: 1.2	CEO	Date: 22 June 2023
	To be Reviewed:	June 2025

Review Schedule		
<i>Date of Review</i>	<i>Version</i>	<i>Summary of Changes</i>
22 June 2023	1.1	Pathway selection following its own procedure (4.1)
	1.2	Appendix 2 vexatious complaints section added