



ENGLAND BOXING COMPLAINTS POLICY

Easy Read – Document Summary

Who does the Complaints Policy apply to?

The Policy can be used with **any member** of England Boxing or parents/carers of those under the age of 18. It is normally used when a member has **a complaint about something that has happened during boxing activities**. The Policy is then used to explain how that can be dealt with in a fair way.

How is the Complaints Policy & used?

The Policy **allows members to share a complaint they have about boxing**. Sharing the complaint may help England Boxing change a process or a member's behaviour in the future. Some activities, like the result of a bout, cannot be complained about and safeguarding concerns need to be reported separately.

Anonymous Complaints – Section 2

England Boxing **do not investigate anonymous complaints**. Where no name or contact details are given, the information provided will be used as feedback.

Complaint Leads – Section 4

Complaints will be given to **an appropriate England Boxing staff or Board member** who manages the area the complaint is about. This person will investigate the complaint and communicate with the person complaining. England Boxing aim to solve complaints within 21 days where possible.

Unreasonable Complaints – Section 7 & 8

Anyone making a complaint must be polite to England Boxing staff and volunteers.

A complaint cannot but used to interrupt or stop staff from being able to complete their daily roles. Where complaints are unreasonable, England Boxing can punish members.

How to challenge a decision by England Boxing

A challenge or escalation against a decision can be made to England Boxing using Section 5 of the Policy. There is a 7 day period to make a challenge.

Why is this summary a separate document from the Complaints Policy?

This page is produced as an easy-to-read guide to help all members understand how the longer Policy is used by England Boxing. The language used is simpler and more accessible, but this document does not replace the Policy.