



D01 - COMPLAINTS POLICY

Version 2.1 – 24 June 2026

Definitions

Behaviour – Acts by a participant that is physical, verbal, written or via digital media.

Breach – Behaviour that conflicts with statements from within England Boxing's rules, policies, codes, procedures and guidelines.

Complaint Lead – A member of England Boxing staff, Board member in independent appointment who will conduct any investigation into a complaint.

Compliance & Safeguarding Manager (CSM) – A person appointed and employed by England Boxing to manage disciplinary and safeguarding cases and education.

Disciplinary Panel – A suitably qualified group of people, appointed by but not employed by England Boxing, who are independent of the disciplinary process and will determine the outcome of a Full Disciplinary Process.

England Boxing activity (EB activity) – Boxing, coaching, officiating, medicals or administration, via clubs, competition venues, places of work or remotely, at club, regional, national or international level, taking place under England Boxing rules, policies, codes, procedures and guidelines.

Escalation Lead – A member of England Boxing staff, Board member or independent appointment who will conduct any escalation process.

Judicial Chair (JC) – A suitably legally qualified person appointed but not employed by England Boxing who is independent to the disciplinary process.

Participant – Members of England Boxing as well as others involved in Olympic boxing in England, including but not limited to boxers, coaches, officials, national/regional/club officers, clubs, regional associations, volunteers and parents/carers.

Respondent – Any individual, group or participant that has a misconduct complaint or charge notified to them.

Stakeholder – A member of the public or affiliated organisation who are not members of England Boxing.

Sub-contractors – Individuals or companies, officially contracted by England Boxing to provide a service to members or at events.

1. Introduction & Purpose

- 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 participants and stakeholders in line with its values.
- 1.2. EB welcomes and encourages feedback of all kinds from participants and stakeholders. If you have a complaint about our services, customer service, employees, sub-contractors, participants or volunteers, not only do EB want to resolve it to your satisfaction, but EB also want to learn from the complaint in order to improve our organisation and participants' experiences in the future.
- 1.3. If you feel EB have fallen short of achieving the expected high standards, EB encourage you to work with us to understand where we could do better and how we can continue to develop the organisation.
- 1.4. It is our policy to resolve complaints quickly and fairly, where possible without recourse to formal processes or external bodies. In particular, the aims of this Complaints Policy are:
 - a. To provide a clear and fair process for a complainant who wishes to make a complaint about EB, services, customer service, employees, sub-contractors, participants or volunteers;
 - b. To ensure that everyone working or volunteering for or with EB knows how to handle complaints made by our participants or stakeholders;
 - c. To ensure that all complaints are handled equally without bias and in a timely fashion; and
 - d. To ensure that important information is gathered from complaints and used as a learning outcome to support the organisation's development.
- 1.5. This Policy aims to establish a clear, transparent and accountable system for participants and stakeholders to work with EB, to support development. All complaints are recorded by the Compliance Team and will be responded to as quickly as possible given the resources EB have available.

2. Before Raising a Complaint

- 2.1. EB do not investigate anonymous complaints but will treat anonymous communications as feedback under S6. Complaints are however confidential under S3.5.
- 2.2. Any member of the public, participants, members, non-members or their representatives, as well as staff, businesses, public bodies and voluntary bodies can make a complaint to EB.
- 2.3. The following areas are not classified as complaints and so are not dealt with under this Policy. If you want to report a concern regarding any of the issues below, you will need to refer to the following policies, information available on the EB website, or the relevant body:

- a. Safeguarding – Safeguarding Policy and Safeguarding Procedure published on the EB website;
- b. Performance Pathway Selection – Selection criteria published on the EB website;
- c. Bout Results – England Boxing Rule Book published on the EB website;
- d. Anti-Doping – Sanctions and testing are dealt with by UK Anti-Doping (UKAD), or the International Testing Agency (ITA); or
- e. Course Certifications – Pass/Fail outcomes are to be addressed to course providers/educators directly.

2.4. For safeguarding referrals, the Compliance & Safeguarding Manager (CSM) can be contacted via email at safeguarding@englandboxing.org or the safeguarding mobile on 07590 600 001 during office hours Monday-Friday. If a child, young person or an adult at risk is in immediate danger, please call the emergency services on 999.

- 2.5. Concerns or reports regarding potential doping behaviours may be reported to EB's Anti-Doping Lead (ADL) via safeguarding@englandboxing.org, separate to this Policy and/or to UKAD directly. Any report made to EB will be reported to UKAD.
- 2.6. Bout results are dealt with through the Rule Book, which is clear that the result awarded is the result of the bout. There are limited interventions at the time of the bout, that are provided for by the Supervisor, and again these are explained in the Rule Book. As such, bout outcomes do not constitute a complaint under this Policy. It is not the role of the Compliance Team to re-watch bout footage to re-score a bout.
- 2.7. We would encourage complainants in the first instance to resolve their differences or concerns in a kind and conciliatory manner and directly with the participant where the incident originated. If participants or stakeholders have a concern or a possible complaint but don't know who to discuss it with they should contact complaints@englandboxing.org and EB staff will help to put you in contact with the correct participant.
- 2.8. If the discussion does not address the issues and participants or stakeholders wish to take the matter further you can either provide feedback, as set out in S6, or raise a complaint, as set out in S4.
- 2.9. A complaint cannot be about:
 - a. One of EB's published rules, policies, codes, procedures and guidelines;
 - b. Government policy;
 - c. UK Sport or Sport England policies;
 - d. Matters concerning contractual or other legal disputes;
 - e. A safeguarding referral in progress under the Safeguarding Procedure;
 - f. A disciplinary process in progress under the Disciplinary Procedure;
 - g. Conflict between young people within an education setting;
 - h. A participant's behaviour outside of and unconnected to EB activity; and/or
 - i. A decision that was reached properly and in accordance within EB's rules, policies, codes, procedures and guidelines.

- 2.10. Complaints should relate to incidents that have occurred in the last three months. Whilst EB recognise there may be exceptional reasons why a complaint is older, the Compliance & Safeguarding Manager (CSM) or nominee will use their sole discretion as to whether EB accept such complaints.

3. General

- 3.1. Participants and stakeholders should understand that a complaint is an expression of dissatisfaction about:
- a. EB's action, or lack of action;
 - b. the standard of a service provided by an EB staff member;
 - c. the standard of a service provided by a volunteer acting on behalf of EB;
 - d. the standard of service provided by a Board Member;
 - e. the actions of a body or organisation acting on behalf of EB; and/or
 - f. the behaviour of a participant.
- 3.2. 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.
- 3.3. EB do not accept complaints that are broadly the same as a previous complaint from the same complainant.
- 3.4. EB do not progress complaints that are believed to be vexatious, malicious or unreasonable and EB do not tolerate abusive behaviour or language from complainants. Complaint Leads or Escalation Leads may take action against a complainant based on S7.
- 3.5. Every effort will be made to ensure a 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, EB will discuss this with the complainant directly.
- 3.6. Complaints must be made via email, online form, or via phone call where reasonable adjustments are provided to a participant or stakeholder. Complaints are not accepted via text message, WhatsApp or social media communication as it is essential for EB to retain a record of communications.
- 3.7. Details of all complaints received will be recorded in EB's Complaints Log. This will include the complainant's name, contact details, date and nature of the complaint.
- 3.8. All records from the complaints process will be retained in a secure and confidential manner by EB in accordance with the Privacy & Data Protection 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.
- 3.9. Records held as part of the complaints process will be retained for a period of six years.

- 3.10. All communication related to the complaint will be handled by '@englandboxing.org' email addresses and will clearly identify the appropriate emails to use for any necessary correspondence. Please do not duplicate complaint emails to other individual members of staff or volunteers as this may compromise a complaint under S7.8.
- 3.11. Where possible, a complaint will be dealt with by an individual not involved in any previous discussions or actions within the complaint.
- 3.12. About S3.11, EB at its sole discretion will decide the appropriate Complaint Lead and Escalation Lead for each individual complaint or escalation, and where it varies from, or is not defined in S4.8, the complainant will be notified as appropriate.
- 3.13. Any deviation from any provision of this Policy shall not invalidate any finding or decision unless that deviation seriously and irretrievably prejudices the position of one of the parties or the fairness or reliability of the process or outcome.

4. Raising a Complaint

- 4.1. A complaint should be submitted by emailing complaints@englandboxing.org. A complaint can be made directly via email or using the online form available on the EB website. A complaint will be considered in writing via email from the complainant, unless the complainant requires reasonable adjustments in order to make this complaint.
- 4.2. About S4.1 it may also be necessary to communicate a complaint via phone based on the complainant's accessibility to written communication, which may be defined on a participant's Locker profile.
- 4.3. When making a complaint, complainants will be required to provide the following information in as much detail as is reasonably possible:
 - a. Complainant's name, telephone number and email address. EB will contact complainants using their preferred contact method and members should use the contact details registered on the Locker;
 - b. When making a complaint on behalf of someone else, that person's name and contact details should also be provided;
 - c. Complaints about a particular transaction issue should include the reference numbers related to the transaction;
 - d. Complaints about an employee, subcontractor, participant or volunteer should include the name and role of that individual;
 - e. Details of the complaint including all times, dates, events and people involved;
 - f. Details of any documents, images, videos or other evidence to be relied on in support of the complaint;
 - g. Details of how the complaint may be resolved by EB under the processes provided for in EB's rules, policies, codes, procedures and guidelines; and/or
 - h. Any reasonable adjustments the complainant requires in order to make the complaint.

- 4.4. Please note that whilst EB will make every reasonable effort to accommodate resolution requests, EB are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.
- 4.5. **When submitting a complaint, inappropriate images/videos of a sexual or racist nature must not be sent to EB email addresses as this will conflict with EB's IT & Communications Systems Policy for staff and may also breach laws regarding the distribution of images.** These should instead be described in the complaint and EB may access such imagery if deemed appropriate and lawful. Failure to respect this direction may lead to participants being charged under the Disciplinary Procedure.
- 4.6. Upon receipt of a complaint, a member of EB staff will review the complaint and contact the most appropriate Complaint Lead, as set out in S4.8, to process the complaint.
- 4.7. Recognising that a complaint does not always fall cleanly into a single 'category' the intent is that complaints and escalations will be dealt with by the Complaint Lead or Escalation Lead in S4.8.

4.8. Complaint Lead & Escalation Lead Table

Complaint About	Complaint Lead	Escalation Lead
Members	CSM or Compliance Team	Head of Compliance
Clubs	CSM or Compliance Team	Head of Compliance
Regions	CSM or Compliance Team	Head of Compliance
Volunteers	CSM or Compliance Team	Head of Compliance
Courses	Workforce Development Manager	Head of Operations
The Locker	Membership & Volunteer Manager	Head of Operations
EB Staff	Line Manager	CEO
CEO	Board of Directors	Board Chair
Board Member	Board of Directors	Board Chair
Board Chair	Independent Appointment	Independent Appointment

- 4.9. EB aim to acknowledge complaints within five working days, when complainants will also be advised of the name of the Complaint Lead who will take responsibility for the complaint, if this is not a member of the Compliance Team. During busy periods this timescale may be extended as safeguarding referrals and case management will always take priority.
- 4.10. The Complaint Lead will be responsible for reviewing and investigating the complaint, or appointing an individual or team to carry out these functions. They may ask the complainant for further information to assist them with the investigation.
- 4.11. If a response to a request for further information is not received within seven days of the acknowledgement of the complaint, then the complaint will be logged and closed.
- 4.12. EB aim to provide a full written response to complainants within 28 days of acknowledgement of the complaint or receipt of further information, whichever is the later. If this is not possible, EB will notify the complainant and provide them with an explanation for the delay and a date on which they should expect to receive a response.

- 4.13. About S4.12 it may also be necessary to communicate with the complainant via phone based on the complainant's accessibility to written communication which may be defined on a participant's Locker profile. Written communication should always be provided in addition to phone communication.
- 4.14. When a complaint is upheld, EB will make a final communication to the complainant to communicate what, if any, outcome or resolution has been applied in the particular circumstances of the complaint.
- 4.15. Complaints may be referred by EB back to a region or club for action to be taken. This is at the sole discretion of the Complaint Lead who will make a final communication to the complainant to communicate what, if any, outcome or resolution is expected of the region/club in the particular circumstances of the complaint.
- 4.16. Where a complaint is dismissed, a final communication explaining the reason why the complaint has been dismissed, or why it cannot be progressed under this Policy will be provided to the complainant.

5. Complaint Escalation

- 5.1. An escalation by the respondent to a complaint will be treated as an appeal under the Disciplinary Procedure.
- 5.2. If a complainant remains dissatisfied with the outcome or rectification of a complaint, or the way a complaint has been handled then they may escalate their complaint. S5.3 to S5.9 apply to complainants only.
- 5.3. Escalations by complainants may be made to the Escalation Lead in S4.8 via the Compliance Team on the following grounds:
 - a. The Complaint Lead came to a decision that no reasonable person should have reached; and/or
 - b. The process failed to comply with the process provided for in this Policy.
- 5.4. A participant shall have seven days from the date of the final communication to submit an escalation via email to complaints@englandboxing.org. An escalation application will be considered in writing via email from the participant, unless the participant requires reasonable adjustments in order to make this escalation.
- 5.5. An escalation submitted to the Escalation Lead by the participant should include:
 - a. The grounds of the escalation under S5.3;
 - b. Any information to support the escalation of the original complaint; and
 - c. Any reasonable adjustments that are necessary to facilitate the escalation.
- 5.6. The Escalation Lead has the power to:
 - a. Allow the escalation;
 - b. Dismiss the escalation;
 - c. Make any decision that was available to the Complaint Lead.

- 5.7. Within 14 days of receipt of the escalation, the Escalation Lead at their sole determination will decide whether the grounds for escalation have been met and the escalation is to be progressed or dismissed. Their decision will be communicated to the participant.
- 5.8. About S5.7 it may also be necessary to communicate with the participant via phone based on the participant's accessibility to written communication. Written communication should always be provided in addition to phone communication.
- 5.9. The decision of the Escalation Lead shall be deemed to be a decision of EB and be final. There is no appeal process to an escalation.

6. Feedback

- 6.1. Where a concern does not meet the criteria for a complaint then feedback can be provided. Feedback is always welcome and is taken seriously, with EB ensuring that feedback received is discussed by the appropriate people to improve the service offered.
- 6.2. Feedback should be emailed directly to complaints@englandboxing.org where EB will acknowledge the email but will not provide formal responses provided for under S4.12 to S4.16.
- 6.3. About S6.2 it may also be necessary to communicate feedback via phone based on the complainant's accessibility to written communication, which may be defined on a participant's Locker profile.
- 6.4. Participants can also provide feedback through their local Regional Association and if this does not address the concern, it can be raised at an AGM following the procedure set out in the Regional Constitution.

7. Vexations, Malicious or Unreasonable Complaints

- 7.1. EB understand that if participants and stakeholders have a complaint, they are likely to feel strongly about it. EB also understand that they may feel angry, frustrated, or upset by the circumstances that led to the complaint and this may cause them to act in a way that is out of character.
- 7.2. Nevertheless, EB expect participants and stakeholders to be polite and courteous to staff and volunteers, as dictated by the Code of Conduct and EB will not tolerate aggressive or abusive behaviour. There is a large amount of work at EB done by teams of volunteers and the basic expectation is that complainants respect that.
- 7.3. In most cases complaints can be dealt with under this Policy. However, in a minority of cases complaints are pursued in unreasonable and inappropriate ways. In these circumstances EB will take action to protect staff and volunteers.

- 7.4. If EB deem a complaint unreasonable, they will take action that is proportionate as set out in S8.
- 7.5. The decision to determine a complainant as vexatious, malicious or unreasonable will be taken by the CSM, Head of Compliance, CEO, Complaint Lead or Escalation Lead. The complainant will be informed of the decision and any initial action from S8.1 in writing.
- 7.6. About S7.5 it may also be necessary to communicate decisions and initial actions via phone based on the complainant's accessibility to written communication, which may be defined on a participant's Locker profile.
- 7.7. EB wants to deal honestly and respectfully with complainants and ensure that other participants and stakeholders, staff or EB as a whole, do not suffer detriment from persons making vexatious, malicious or unreasonable complaints.
- 7.8. Examples of behaviour by a complainant which could be defined as vexatious, malicious or unreasonable are:
- a. Aggressive behaviour, shouting, or swearing at staff or volunteers;
 - b. Threats towards staff or volunteers;
 - c. Threats of legal action against EB, staff or volunteers;
 - d. Submitting complaints solely aimed as a personal attack and/or aimed at damaging EB's or a participant's reputation;
 - e. Pursuing multiple complaints against EB at the same time;
 - f. Adopting a 'scattergun approach' by repeatedly contacting different members of staff or volunteers with different information or questions;
 - g. Making multiple complaints to multiple external organisations about EB;
 - h. Pursuing a complaint simultaneously with a number of different organisations;
 - i. The nature of the contact or frequency with which the complaint is pursued, hinders EB's ability to properly consider the complaint;
 - j. Using the Complaints Policy to deliberately obstruct the work within EB or the boxing community;
 - k. Excessive and repeated attempts to communicate with staff or volunteers;
 - l. Making excessive demands on the time and resources of staff;
 - m. Justified grievances pursued in inappropriate ways;
 - n. Pursuing complaints that have already been fully investigated and responded to in a final communication;
 - o. Refusing to specify the grounds of a complaint, despite offers of assistance;
 - p. Refusing to co-operate with the complaints process while still wishing the complaint to be resolved;
 - q. Changing the basis of the complaint while the process is underway;
 - r. Introducing trivial or irrelevant new information or raising large numbers of detailed but unimportant questions and insisting they are fully answered;
 - s. Refusing to accept that some issues are not within the remit of the Policy despite having been provided with the information;
 - t. Submitting a repeat complaint following a final communication, or refusing to accept a decision;
 - u. Repeated raising of unreasonable complaints; and/or
 - v. Bringing EB and the sport into disrepute by communicating vexatious, malicious or unreasonable views to participants through phone, email and digital media.

- 7.9. If EB, its staff or volunteers experience vexatious malicious or unreasonable behaviour (including obsessive behaviour) from a complainant, EB will take action that is proportionate to the nature and frequency of the complainant's conduct as set out in S8.4.
- 7.10. S7 and S8 may also be applied to a respondent's communications regarding a complaint, safeguarding referral or feedback, at the sole discretion of the CSM, Head of Compliance, CEO, Complaint Lead, Escalation Lead or JC. Their decision is final and is not available to appeal under any appeals or escalation process.

8. Vexatious, Malicious & Unreasonable Complaints Handling

- 8.1. When EB staff, Complaint Leads or Escalation Leads consider a complainant to be vexatious, malicious or unreasonable, they will inform the complainant and refer the matter to their Line Manager and the CSM or Head of Compliance at EB. Where the complaint relates to the CSM or Head of Compliance, the matter shall be referred to the CEO who, at their sole discretion, will delegate responsibility.
- 8.2. In the first instance, the CSM or Head of Compliance may seek to remedy the situation informally, advising the complainant that this Policy has been invoked and of the possibility of sanctions being applied.
- 8.3. In reaching a decision on whether to pursue sanctions immediately or following communications in 8.2, in line with this policy, the CSM or Head of Compliance will seek support from their line manager and consider:
- a. The nature and history of the complaint;
 - b. The complainant's behaviour;
 - c. The impact on the safety and wellbeing of EB staff and volunteers; and
 - d. Any other information that the CSM or Head of Compliance shall consider to be relevant.
- 8.4. The CSM or Head of Compliance may impose such restrictions or sanctions as they consider appropriate, taking into account the facts of each individual case, including without limitation:
- a. Limiting contact with EB to one medium such as telephone or email;
 - b. Requiring the complainant to communicate with a designated EB individual only;
 - c. Placing limits on personal contact;
 - d. Placing limits on telephone conversations;
 - e. Placing limits on email communication;
 - f. Insisting that an independent EB chaperone is present during any face-to-face contact;
 - g. Refusal to process further complaints about the same matter;
 - h. Refusal to engage with the person for a specified period of time;
 - i. Application of the Disciplinary Procedure or Individual Membership Policy;
 - j. Referral to statutory agencies including the Police; and/or

- k. Any other sanction or restriction which the CSM or Head of Compliance considers to be appropriate in the circumstances, including sanctions or restrictions for the affiliated club that a participant is representing.
- 8.5. Any restriction or sanction imposed in accordance with this Policy shall be proportionate in light of the circumstances of each individual case.
- 8.6. The outcome will be communicated within seven days of the decision which will confirm:
- Why England Boxing has taken the decision it has;
 - the restrictions or sanction(s) imposed;
 - the duration of any restrictions or sanctions and the timing of any proposed review.
- 8.7. There is no right of appeal against any restriction or sanction that is imposed through 8.6.

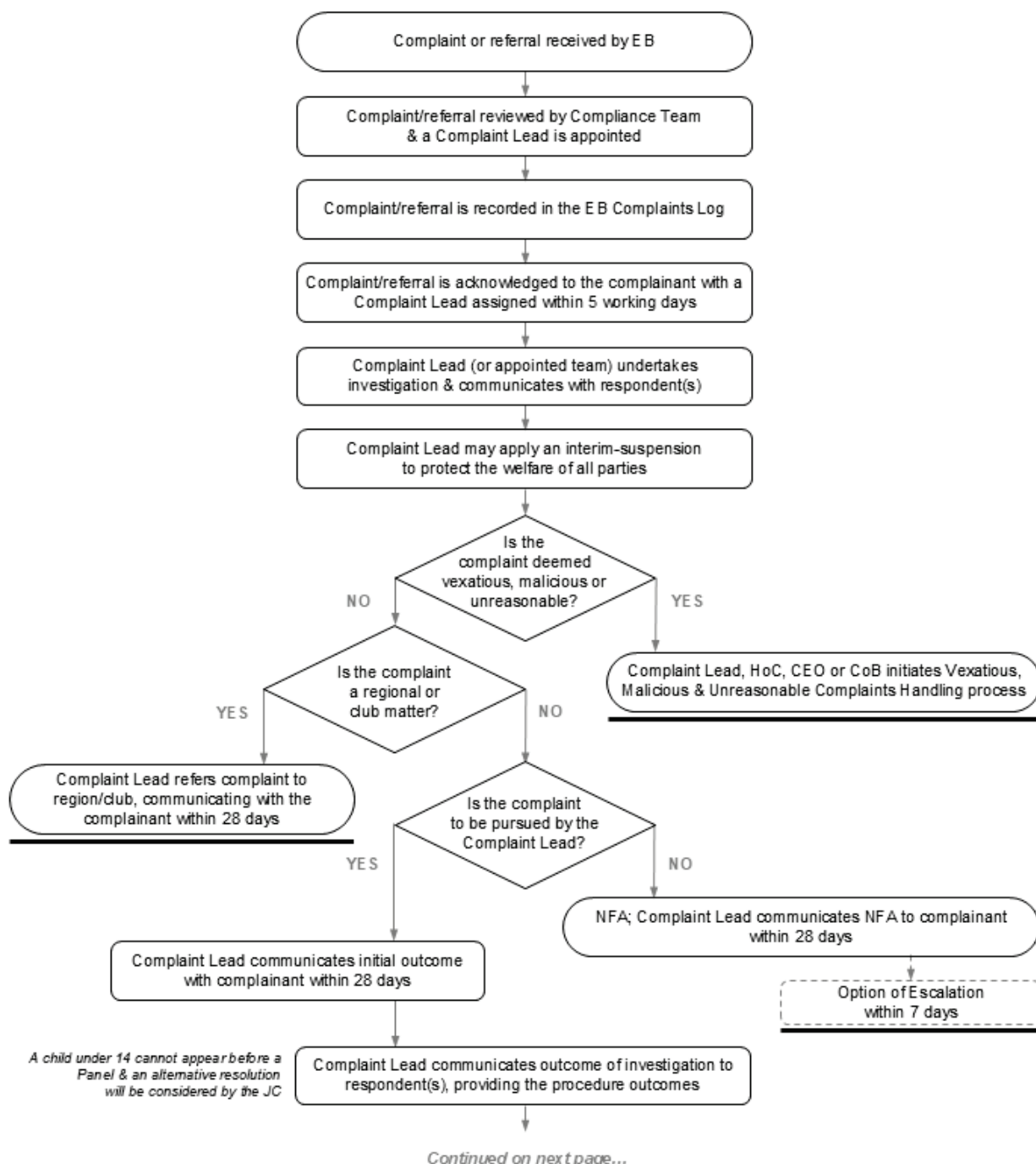
Version 1.1		
Version 1.2	Approved by the CEO	22 June 2023
Version 2.0	Approved by the Board	20 November 2025
Version 2.1	Approved by Compliance Team	24 June 2026

Review Schedule		
<i>Date of Review</i>	<i>Version</i>	<i>Summary of Changes</i>
	1.1	Pathway selection following its own procedure (S4.1)
22 June 2023	1.2	Appendix 2 vexatious complaints section added
20 November 2025	2.0	Change of title to remove ' & Procedure' from previous version. Depersonalisation, updated language and updated complaint focus areas in S2.3 and S2.9. Change from 'appeals' to 'escalation' as a process for complainants. Adjustment to timescales for feedback and escalations, including support for reasonable adjustments. Inclusion of vexatious complaints process within main document.
24 June 2026	2.1	Amendment to the flow diagram language at Appendix 1a and 1b.

Major additions to this Policy are highlighted in yellow for reference.

Appendix 1a – Complaints Policy Flow Diagram

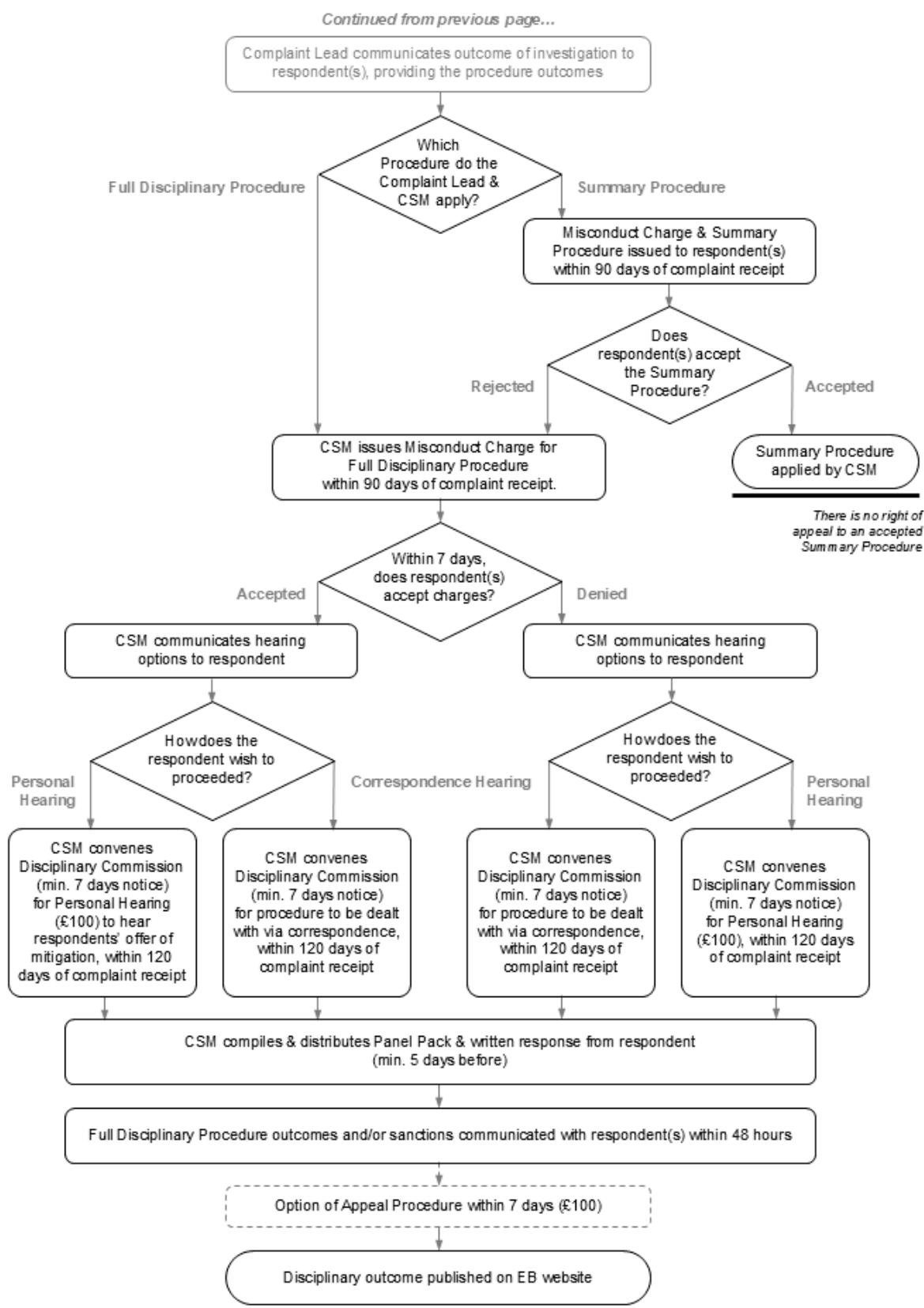
Appendix 1a charts the process under this Policy that leads into the application of the Disciplinary Procedure in Appendix 1b.



CoB Chair of Board
 CEO Company Executive Officer
 CSM Compliance & Safeguarding Manager
 HoC Head of Compliance
 EB England Boxing
 NFA No Further Action

Appendix 1b – Complaints Policy Flow Diagram (continued)

Appendix 1b charts the process under the Disciplinary Procedure that follows on from the initial application of the Complaints Policy.



Appendix 2 – Linked Policies

Code of Conduct

Disciplinary Procedure

Privacy & Data Protection Policy

Rule Book

Safeguarding Code

Up to date policies can be accessed via EB's website at:

<https://www.englandboxing.org/rules-regs-resources/forms-and-resources/>