Complaints Policy

Billingham Boxing Academy is committed to providing a safe, respectful, inclusive, and professionally managed environment for all members, participants, volunteers, coaches, parents, and visitors. The club recognises the importance of handling complaints fairly, consistently, promptly, and confidentially.

1. Purpose of the Policy
The purpose of this policy is to:
• Provide a clear procedure for raising concerns or complaints
• Ensure complaints are handled fairly and appropriately
• Promote accountability and continuous improvement
• Protect the welfare and rights of all individuals involved
• Support compliance with England Boxing and safeguarding requirements

2. Scope
This policy applies to complaints relating to:
• Club activities and events
• Coaches, volunteers, trustees, or members
• Safeguarding and welfare concerns
• Discrimination, bullying, or harassment
• Conduct, behaviour, or communication
• Health and safety matters
• Service delivery or operational concerns

3. Principles
The club will ensure that complaints are:
• Taken seriously
• Handled sensitively and confidentially
• Addressed fairly and without bias
• Resolved as promptly as possible
• Managed in line with safeguarding obligations where applicable

4. Informal Resolution
Where appropriate, concerns should first be raised informally with:
• A coach
• Committee member
• Club Welfare Officer
• Relevant club representative

Many concerns can be resolved quickly through discussion and clarification.

5. Formal Complaints Procedure
If a matter cannot be resolved informally, a formal complaint may be submitted in writing.

The complaint should include:
• Name and contact details of the complainant
• Details of the concern or incident
• Dates, times, and relevant information
• Names of any witnesses where applicable
• Desired outcome where appropriate

6. Complaint Handling Process
The club will:
• Acknowledge complaints promptly
• Review the information provided
• Conduct appropriate enquiries or investigations
• Speak to relevant individuals where necessary
• Maintain confidentiality where possible
• Provide a written response or outcome where appropriate

7. Safeguarding Concerns
Safeguarding concerns involving children, young people, or adults at risk will be managed in accordance with:
• England Boxing safeguarding procedures
• The club safeguarding policy
• Relevant legal and reporting obligations

Safeguarding matters may be referred immediately to external safeguarding authorities where required.

8. Equality and Respect
The club will not tolerate:
• Bullying
• Harassment
• Victimisation
• Discrimination
• Abusive or threatening behaviour

Complaints relating to equality, diversity, inclusion, or discriminatory conduct will be taken seriously.

9. Confidentiality
Information relating to complaints will:
• Be handled sensitively
• Only be shared where necessary
• Be stored securely in line with data protection requirements

Absolute confidentiality cannot always be guaranteed where safeguarding or legal obligations apply.

10. Malicious or Vexatious Complaints
The club recognises the right to raise genuine concerns.

However, knowingly false, malicious, or vexatious complaints may result in disciplinary action.

11. Outcomes and Actions
Outcomes may include:
• Informal resolution
• Apology or clarification
• Mediation
• Training or guidance
• Disciplinary action
• Referral to England Boxing or safeguarding authorities
• Changes to club procedures or practices

12. Appeals
Where appropriate, individuals may request a review or appeal of the complaint outcome.

Appeals should be submitted in writing within a reasonable timeframe following the decision.

13. Record Keeping
The club will maintain records of complaints, investigations, actions, and outcomes in accordance with:
• Data protection legislation
• Safeguarding requirements
• Governance and legal obligations

14. Responsibility
The club committee is responsible for ensuring this policy is implemented effectively.

The Club Welfare Officer may be involved where safeguarding or welfare concerns arise.

15. Policy Review
This policy will be reviewed annually or following significant incidents, legal updates, or changes to England Boxing guidance.

Complaints Contact Details
Complaints may be directed to:

Club Chairperson: Judy Williams, 07496960095

Club Welfare Officer: Jane Brand, 07708052069