



The Barn ABC Complaints Policy

England Boxing Affiliated Club

Policy adopted: November 2020

Review date: Annually, Last updated 1st November 2025

Club Welfare Officer: Johnny Harris

Complaints email: hello@brennanboxing.com

1. Introduction and Purpose

The Barn ABC is committed to providing a safe, welcoming, inclusive and positive environment for everyone involved with our club.

We welcome feedback and recognise that concerns and complaints can help us identify areas in which we can improve.

The purpose of this policy is to provide a clear and fair process for raising and responding to concerns and complaints, to resolve matters promptly and informally where appropriate, to ensure formal complaints are considered consistently and without bias, and to identify learning that may improve the experience of those involved with our club.

This policy applies to our boxers, members, parents and carers, coaches, volunteers, officials, visitors and other participants in club activities.

2. Our Values and Standards

The Barn ABC is proud to be part of the sport of boxing and an England Boxing affiliated club.

Boxing is built on far more than physical ability. **Manners, integrity, respect and discipline** are fundamental to our sport and to the environment we aim to create within our club.

We expect these values to be reflected in the conduct of everyone involved with The Barn ABC, including our coaches, boxers, members, volunteers, parents and carers.

We recognise that disagreements and concerns will sometimes arise, but we expect them to be handled with the same respect, honesty and self-discipline that we expect inside the boxing gym.

Participation in our club is conditional upon a willingness to respect and contribute positively to this culture. Where an individual is unable or unwilling to do so, we reserve the right to refuse or withdraw participation in accordance with our policies, Code of Conduct, safeguarding responsibilities and applicable England Boxing rules and regulations.

Our complaints procedure exists to ensure that concerns can be raised openly, taken seriously and dealt with fairly. Equally, everyone involved in a complaint is expected to communicate respectfully, engage honestly with the process and allow those involved a reasonable opportunity to respond.

3. Before Raising a Formal Complaint

Where appropriate, we encourage concerns to be raised informally in the first instance with the relevant coach, Club Welfare Officer or member of club management.

Many concerns can be resolved through a conversation, clarification, explanation or agreed action without requiring a formal complaints process.

We encourage everyone involved to approach these conversations constructively and with the intention of finding a reasonable resolution.

Informal resolution may not be appropriate where a matter involves safeguarding, serious misconduct or another issue requiring referral to England Boxing or a statutory organisation.

4. Matters Outside This Complaints Policy

Some concerns are governed by separate procedures and will not normally be investigated under this policy.

These may include:

- Safeguarding concerns involving children or adults at risk.
- Matters already subject to an England Boxing disciplinary or safeguarding process.
- Anti-doping matters.
- Competition or bout decisions governed by England Boxing rules.
- Matters for which another formal appeals or disciplinary procedure exists.
- Matters entirely outside the activities or responsibilities of The Barn ABC.
- Matters which should appropriately be considered by the police, local authority, courts or another statutory organisation.

Where appropriate, we will explain which procedure or organisation should deal with the matter.

5. General Principles

A complaint is an expression of dissatisfaction regarding an action, decision, service or behaviour connected with The Barn ABC.

Complaints will be considered fairly, objectively and, as far as reasonably possible, confidentially.

The club will consider the information available from all relevant parties before reaching a conclusion.

We will not normally investigate anonymous complaints. However, information received anonymously may still be considered where it raises a safeguarding, welfare or serious conduct concern.

Repeated complaints concerning substantially the same matter may not be reconsidered where the matter has already been appropriately investigated and a final response provided.

6. Making a Formal Complaint

Where a concern cannot be resolved informally, a formal complaint should be submitted **in writing by email** to:

hello@brennanboxing.com

Formal complaints should not normally be submitted through WhatsApp, text message, social media or the personal telephone numbers/accounts of coaches or volunteers.

Where written communication creates an accessibility difficulty, we will consider reasonable adjustments and may agree an alternative method of communication.

A formal complaint should provide as much relevant information as reasonably possible, including the nature of the concern, relevant dates and circumstances, the people involved, any previous attempts to resolve the matter, supporting information or evidence, and the outcome being sought.

7. Recording and Confidentiality

Formal complaints will be appropriately recorded.

Records may include the complaint itself, relevant correspondence, contemporaneous notes, information gathered while considering the complaint, CCTV Footage, actions taken and the final outcome.

Information relating to complaints will be shared only where reasonably necessary to investigate the matter, fulfil safeguarding responsibilities, obtain appropriate professional guidance or comply with legal or regulatory requirements.

Records will be stored securely and handled in accordance with applicable data protection requirements.

8. How We Handle a Complaint

An appropriate person will be appointed to consider the complaint.

Where reasonably possible, this will be someone who has not been directly involved in the circumstances giving rise to the complaint.

Depending on the nature of the matter, this may involve reviewing relevant records and correspondence, speaking with those involved, obtaining further information, speaking with witnesses, considering applicable policies or Codes of Conduct and seeking advice from England Boxing or another appropriate organisation.

Both the complainant and any person complained about will be given a fair opportunity to provide relevant information.

9. Response Times

We aim to acknowledge a formal complaint within **five working days**.

Where additional information is required, we may ask the complainant to provide this before the complaint can be fully considered.

We aim to provide a full written response within **28 days** of acknowledging the complaint or receiving any additional information requested.

Where this is not reasonably possible, we will explain that further time is required and provide an indication of when a response can be expected.

Working days do not include weekends or bank holidays.

Safeguarding and urgent welfare matters will always take priority.

10. Communication During a Complaint

Once a formal complaint has been raised, we may nominate one person and one communication channel through which correspondence should take place.

The club does not operate a 24-hour administrative service. Coaches and volunteers may also be actively coaching, supervising participants, attending competitions or undertaking other club activities during normal working hours.

There should therefore be reasonable expectations regarding response times.

Everyone involved in a complaint is expected to respect appropriate professional and personal boundaries throughout the process.

11. Possible Outcomes

Following consideration of a complaint, the club may determine that the complaint is upheld in full or in part, is not upheld, or that there is insufficient information to reach a conclusion.

Other outcomes may include providing clarification or an explanation, offering an apology where appropriate, changing a procedure or working practice, providing additional guidance or training, taking appropriate management or disciplinary action, referring a matter to England Boxing or another organisation, or determining that no further action is required.

Where appropriate, the complainant will receive a written explanation of the outcome.

12. Review and Escalation

Where a complainant remains dissatisfied with the way their complaint has been handled, they may request a review.

A request for review should explain why they believe the original decision was unreasonable or why they believe the complaints procedure was not followed correctly.

Where reasonably possible, the review will be undertaken by somebody who was not responsible for the original decision.

Where a matter falls within England Boxing's jurisdiction, the complainant may also be directed to England Boxing's complaints, safeguarding or disciplinary procedures.

13. Safeguarding

Safeguarding concerns are not dealt with solely through this general complaints procedure.

Any concern regarding the welfare or safety of a child, young person or adult at risk should be reported as soon as possible to the Club Welfare Officer.

Where appropriate, matters will be referred to the Regional Welfare Officer, England Boxing's safeguarding team and/or the relevant statutory organisation in accordance with England Boxing safeguarding procedures.

Where someone is believed to be in immediate danger, the appropriate emergency service should be contacted.

14. Unreasonable, Abusive or Persistent Conduct

We recognise that people raising complaints may feel frustrated, disappointed, angry or upset. Raising a complaint will not in itself disadvantage somebody within our

club, though we may suggest a pause on contact while the complaint is resolved if it is the best interests of an amicable resolution.

However, the right to raise a complaint does not remove the expectation that everyone communicates respectfully and behaves in accordance with our club values.

Abusive, threatening, discriminatory, intimidating or harassing behaviour towards coaches, volunteers, members or other participants will not be accepted.

In exceptional circumstances, the **way in which a complaint is pursued** may become unreasonable even where the original concern was legitimate.

This may include excessive or repeated contact, contacting multiple coaches or volunteers unnecessarily about the same matter, repeatedly raising matters which have already been answered, making unreasonable demands on volunteer or staff time, refusing to engage with the agreed complaints procedure, or pursuing a grievance in an abusive or inappropriate manner.

Where necessary, proportionate communication boundaries may be introduced. These may include requiring correspondence through a nominated email address or club representative, limiting telephone communication or restricting contact through personal telephone numbers, messaging services or social media.

Such boundaries will not prevent legitimate complaints or safeguarding concerns from being raised.

15. England Boxing

The Barn ABC is affiliated to England Boxing and operates within its applicable rules, regulations, policies, Codes of Conduct, Club Constitution and safeguarding procedures.

Where a complaint falls within England Boxing's jurisdiction, requires independent consideration or raises a matter beyond the appropriate remit of the club, we may seek guidance from or refer the matter to England Boxing.

England Boxing may also refer appropriate matters back to an affiliated club for local resolution.

Where another organisation is formally considering a matter, we may pause our own process where appropriate to avoid interfering with or duplicating that process.

16. Feedback and Learning

Not every expression of dissatisfaction will require a formal complaints process.

Where appropriate, concerns may instead be treated as feedback and used to improve our coaching, communication, administration, policies or club environment.

We will also consider whether formal complaints identify useful learning or opportunities for improvement.

Identifying learning or making changes following a complaint does not necessarily mean that the complaint has been upheld.

We believe that good organisations should be willing to reflect, learn and improve while also supporting their coaches, volunteers, members and participants to act fairly and confidently.

17. Policy Review

This policy will be reviewed periodically and following significant changes to England Boxing guidance, legislation or relevant learning within the club.

The Barn ABC

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Next review: 1st November 2026