

Complaints Policy

When something goes wrong we need you to tell us about it.

This is the policy that we will follow if your complaint is about someone's conduct or behaviour. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken important rules or policies.

Values and principles

You have the right to complain: we take complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.

Equality: you should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

Fairness: we believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.

Safety and welfare take priority: we will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.

Confidentiality: we treat complaints as confidentially as possible.

Sometimes we have to discuss complaints with other organisations. If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the right authorities. If necessary, we will get advice from other organisations such as the Police, Social Services or the England Boxing.

How to make a complaint?

If you have a complaint, it is often best to start by having a conversation with someone at St Paul's Boxing Academy CIO.

There are some suggestions below about who to speak to. They may be able to help to resolve your problem. You could also make a written complaint. The address for written complaints is at the bottom of this policy.

If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing. We accept anonymous complaints, but it is often very difficult to investigate these properly. It is easier for us to handle your complaint if you provide as much detail as possible.

What happens next?

- We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally involve passing your complaint to a trustee who will investigate the matter.
- You will be invited to a meeting to discuss and hopefully resolve your complaint. This will be within 14 days of sending you the acknowledgement letter.
- Within three days of the meeting, we will write to you to confirm what took place and any agreed solutions.
- If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
- At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter.
- We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Who to contact to make a complaint?

Complaints will be handled by the Club Welfare Officer and the Trustees. Useful contact details have been included at the bottom of this policy.

- Coaches: any of the coaches can also tell you how to make a complaint.
- Club Welfare Officer if you are a child, or if you are worried about the safety or welfare of a child.
- You can speak with any Trustee. John Rutherford is a Trustee – his contact number is listed below.

Address for written complaints:

Club Welfare Officer
St Paul's Boxing Academy CIO,
North Church Side,
Hull, HU1 1RP

Useful Mobile Contact Numbers:

Mike Bromby – 07989 907944
Shelagh Devereux (Trustee and Club Welfare Officer) - 07910184073
John Rutherford (Trustee) – 07802 872102
Lynden Young – 07772 696118

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