

Complaints Handling Policy

Standards of Service

Welsh Boxing intends to carry out its work, and to deliver services to its members, stakeholders and the wider public to the highest possible standard. But sometimes, despite our best efforts, things will go wrong. If you are unhappy about any aspect of our service, or feel that you have been let down by us, please let us know straight away.

You have a right to complain, and we are committed to responding to you promptly and fairly.

Who should I complain to?

The best person to deal with your complaint is the person you are unhappy with. Most complaints are about small, but important things, and can be dealt with quickly.

But what if they can't sort things out to your satisfaction? Then you must contact our Customer Service Officer. They have overall responsibility for ensuring Welsh Boxing delivers services at the standard we aim to provide. Their contact details are:

Rachel Sansom on 02920 334929 or rachel.sansom@welshboxing.org

How will my complaint be handled?

If you make your complaint by telephone, the Customer Service Officer will listen. If you make your complaint by email or letter, the Customer Service Officer will telephone you and listen. It is very important that we fully understand your complaint. We will ask questions to clarify issues and we may ask for more information or documents.

How long will it take?

If the issues in your complaint can be easily resolved, the Customer Service Officer will do so in the initial telephone conversation with you. But this may not be possible, if your complaint is about a complicated issue which has to be untangled, investigated, and thought about how best to deal with it.

Where further investigation is needed.

First we will respond to you in writing, by email or letter, to acknowledge your complaint.

Second, after a proper investigation of your complaint has taken place, we will provide a substantive response in writing within 28 days. Where, because of circumstances outside of our control, we will not hit this deadline we will keep you informed as to why there is a delay and update you on progress.

What if I don't accept your response to my complaint?

We hope to resolve complaints to the satisfaction of both parties. Where this is not possible, you should refer your complaint to the Chair of Welsh Boxing. They can be contacted at:

Welsh Boxing Office on 02920 334929 or info@welshboxing.org

He or she shall, at their sole and absolute discretion, decide whether the complaint has been fully and appropriately addressed or instead should be referred to the Chair of the Disciplinary Panel for consideration.

The Chair of the Disciplinary Panel shall be entitled to make an order for the resolution of the complaint, an order for fees and costs under the Welsh Boxing Disciplinary Procedures, and an order to impose a sanction under the Welsh Boxing Disciplinary Regulations, as they see fit.

Will it cost me anything?

No, we do not charge for the time spent in resolving genuine complaints.

However, where you or your complaint involves any of the following:

- You use foul, abusive and or threatening language to any member of staff at Welsh Boxing while making your complaint
- Your complaint is totally without any foundation, or is vexatious or malicious
- Your complaint has been properly considered under the above procedure, yet you persist in re-submitting what is substantively the same complaint

Then, Welsh Boxing shall be entitled to refuse to enter into any further communication with you, and/or to recommend that your conduct be treated as an Allegation of Misconduct to be dealt with under the Welsh Boxing Disciplinary Regulations.

When does this Complaints Handling Policy come into effect?

This Complaints Handling Policy was published to the members of the Welsh Amateur Boxing Association Limited (0471100), also known as Welsh Amateur Boxing Association, Bocsio Cymru, WABA (hereinafter collectively referred to as WABA) by publication on the website of WABA at <http://www.welshboxing.org> on the 7th day of March 2022 and comes into effect from and including the 7th day of March 2022.

This Complaints Handling Policy was approved by the Board of Directors of WABA (the Board) on the 3rd day of March 2022.

This Complaints Handling Policy shall apply for the purposes of the resolution of all complaints received by Welsh Boxing on or after the 7th day of March 2022, irrespective of whether the actions or omissions complained of, took place before the 7th day of March 2022.