



## **Member Grievance Policy**

The purpose of this statement is to set out the procedure that will be followed should a member of WABA wish to bring a relevant 'grievance'.

### **1. Overview**

Problems within Welsh Boxing usually fall into one of two categories:

- Grievances - when you raise your concerns, problems or complaints with Welsh Boxing
- Disciplinary - when Welsh Boxing has concerns about your behaviour and/or conduct

### **2. Initial Grievance Process**

If you as a bona fide member of WABA have a grievance you should explain any concern/s you may have to your Divisional Representative or the WABA Office to see if you can sort out any problems informally. You may find it helpful to suggest what you would like them to do to solve your problem.

If the above is not possible and you are not satisfied, you should submit a formal complaint, in writing, to the WABA Office outlining who the complaint is against and the reasons for your complaint.

Upon receipt of any formal complaint, the Chief Executive shall discuss the matter with the Chair of the Disciplinary Panel and appoint an individual (which may be the CEO) to investigate your complaint.

The appointed person will meet with all relevant parties and produce a formal investigation report, which will conclude whether there is a case to answer or not. If the case is of a severe nature, the complaint will be dealt with as a potential full disciplinary hearing under the WABA Disciplinary Procedures.

If the case is not of a severe nature, but still requires action, the complaint will follow the procedures laid out in 3.

If it is deemed there is no case to answer, the complaint will be closed.

### **3. Grievance Meeting**

The CEO will arrange for a Grievance meeting and all those relevant parties will be invited to attend. The Grievance meeting will be chaired, when possible, by a Board member and the CEO will also be in attendance.

Members have the right to be accompanied to a grievance meeting (and any appeals) by either a colleague or Divisional Representative or a family member or Legal Representative.

If either party refuses to accept an invite to attend a Grievance meeting, then that individual will be deemed to have given up their right to participate and only the information gathered to this date will be used on their behalf. The Grievance meeting will continue.

It will be down to the chair of the meeting to listen to all relevant parties, encourage all parties to work towards a resolution and, in the final instance, make a decision on the complaint itself.

Once there is an agreement, all relevant parties will be advised of the outcome, either verbally or in writing.

If there remains no agreement, then WABA will move to a second meeting, whereby an independent person (not employed or act on behalf of WABA or know any of the connected parties) is asked to chair another Grievance meeting and the above process will be followed.

#### **4. Mediation**

If the complaint is against WABA itself, we will arrange for a third party (independent person) to act as chair of the meeting. This is called mediation.

Mediation is voluntary and the mediator cannot force you or WABA to accept a solution. Both you and WABA must agree on the way to solve the grievance. Mediation should not be used to solve problems that have to be formally investigated (e.g. harassment or discrimination).

If mediation does not resolve the matter which is not of a severe nature and no agreement between the parties is reached, then the chair will make a decision which will be final, and binding and the matter will be considered as closed.

#### **5. Conflict of Interest**

If the Board Director declares a conflict of interest, then the CEO will find a suitable alternative. If the CEO has a conflict of interest, then the appointed Board Director will find a suitable alternative. If both of the above, declare a conflict of interest, then the Board itself will identify a chair, who will act in the role as outlined above.

#### **6. Appeals:**

You can appeal the result of a complaint and your appeal must be in writing. The WABA's Disciplinary Procedures, section 13, will set out the process for all appeals. You have the right to be accompanied during any appeal meeting.