



## **Boxing Ireland**

### **Concerns, Complaints & Feedback Policy**

#### **1. Purpose**

Boxing Ireland is committed to providing a safe, inclusive, fair and well-governed sporting environment for all participants.

This policy establishes a clear, transparent and consistent process for receiving, reviewing and managing concerns, complaints and feedback relating to Boxing Ireland activities, competitions, governance and services.

The objectives of this policy are to:

- provide a clear and accessible route for individuals to raise concerns or complaints
- ensure issues are handled fairly, consistently and proportionately
- ensure safeguarding concerns are prioritised and managed appropriately
- support accountability, transparency and good governance
- enable Boxing Ireland to learn from feedback and improve its services.

Effective complaints procedures are recognised as an essential component of good governance in sport and help ensure concerns are addressed fairly, transparently and proportionately.

#### **2. Scope**

This policy applies to concerns, complaints or feedback relating to:

- Boxing Ireland governance and operations
- affiliated clubs
- competitions and events
- conduct or behaviour within Boxing Ireland activities
- volunteers, coaches, officials and participants
- the services provided by Boxing Ireland.

This policy applies to complaints raised by:

- athletes / boxers
- parents or guardians
- coaches
- technical officials
- club officers and volunteers
- spectators or members of the public
- staff or contractors
- affiliated clubs or committees.



### **3. Definitions**

For the purpose of this policy:

#### **Concern**

A matter raised regarding behaviour, welfare, governance or operational issues within boxing activity.

#### **Complaint**

A formal expression of dissatisfaction regarding a decision, action or service.

#### **Feedback**

Suggestions or comments intended to improve the operation of Boxing Ireland or the experience of participants.

### **4. Guiding Principles**

Boxing Ireland will ensure that concerns and complaints are managed in accordance with the following principles:

#### **Accessibility**

The process for raising a concern or complaint will be clear and accessible.

#### **Fairness**

All matters will be reviewed objectively and without bias.

#### **Confidentiality**

Information will be handled confidentially and shared only where necessary.

#### **Safeguarding First**

Safeguarding concerns will always take priority and may override other processes.

#### **Proportionality**

Issues will be handled at the appropriate level and escalated only where necessary.

#### **Timeliness**

Complaints will be acknowledged and addressed within reasonable timeframes.

#### **Learning and Improvement**

Feedback and complaints will be reviewed periodically to improve governance and service delivery.

### **5. Types of Matters Covered**

Matters raised under this policy may include:

#### **(a) Safeguarding concerns**

Concerns relating to the welfare or safety of children or vulnerable individuals involved in boxing activities.



### **(b) Conduct concerns**

Behaviour that may breach codes of conduct or expected standards within the sport.

Examples include:

- bullying or harassment
- abusive or threatening behaviour
- inappropriate coaching conduct
- unsporting behaviour.

### **(c) Governance concerns**

Issues relating to:

- club governance
- affiliation matters
- organisational decision-making
- conflicts of interest
- integrity issues.

### **(d) Equality, Inclusion and Discrimination Concerns**

Concerns relating to equality, inclusion or discrimination within boxing activities.

This may include concerns relating to:

- discrimination on the grounds of gender, race, disability, religion, sexual orientation or other protected characteristics
- exclusion from participation or opportunities
- inappropriate or discriminatory language or behaviour
- barriers to participation or inclusion.

Such concerns will be reviewed through the Boxing Ireland Concerns, Complaints & Feedback System and managed in accordance with relevant equality legislation and organisational policies.

### **(e) Competition matters**

Concerns relating to:

- officiating
- competition organisation
- rule interpretation.

### **(f) Service complaints**

Complaints about the service provided by Boxing Ireland.

### **(g) Feedback**

Suggestions or feedback intended to improve how Boxing Ireland operates.



## 6. Matters Not Covered by this Policy

This policy does not replace:

- safeguarding procedures
- disciplinary processes
- appeals procedures
- employment grievance procedures
- selection appeals.

Where a matter falls under a different policy, it will be redirected to the appropriate process.

## 7. Raising a Concern, Complaint or Feedback

Concerns, complaints and feedback relating to Boxing Ireland activities may be submitted through the **Boxing Ireland Concerns, Complaints & Feedback System**. The preferred method for raising a concern is through the online submission form available on the Boxing Ireland website:

### [Concern, Complaint or Feedback Submission Form – Fill out form](#)

Where individuals are unable to access or complete the online form, concerns or complaints may alternatively be submitted by email to the **Safeguarding & Integrity Manager (Designated Safeguarding Lead)** at: [concerns@boxingireland.ie](mailto:concerns@boxingireland.ie)

All submissions received through either route will be logged within the Boxing Ireland Concerns, Complaints & Feedback System and reviewed through the national triage process to determine the appropriate course of action.

This may include referral to safeguarding procedures, governance management processes, disciplinary procedures, operational resolution or other relevant mechanisms in accordance with Boxing Ireland's Safeguarding, Conduct & Integrity framework.

Individuals raising concerns do not need to determine whether the matter is a safeguarding concern, complaint or feedback. Boxing Ireland will review and triage all submissions through its national governance process.

## 8. Local Resolution and Club Responsibility

Boxing Ireland encourages concerns and complaints to be addressed at the most appropriate level in the first instance, particularly where the matter relates to the day-to-day activities of an affiliated club.



Where appropriate, individuals are encouraged to raise concerns directly with the relevant club, coach, official or event organiser so that the matter can be addressed locally and resolved promptly.

Affiliated clubs are expected to manage routine operational concerns and minor complaints relating to their activities in accordance with Boxing Ireland policies and codes of conduct.

However, concerns may be raised directly with Boxing Ireland where:

- the matter relates to safeguarding or welfare concerns
- the issue involves serious misconduct or integrity concerns
- the complaint relates to governance, affiliation or organisational decisions
- the individual does not feel comfortable raising the matter locally
- the concern has already been raised locally and has not been resolved appropriately.

Where a complaint is received that is more appropriately handled at club level, Boxing Ireland may refer the matter back to the relevant club for local resolution while maintaining appropriate oversight where necessary.

Safeguarding concerns may be raised directly with Boxing Ireland at any time and will be prioritised in accordance with the organisation's safeguarding procedures.

## **9. Initial Screening and Triage**

All submissions received by Boxing Ireland will undergo an initial screening and triage process.

The purpose of triage is to:

- assess urgency and risk
- determine whether safeguarding thresholds apply
- determine the appropriate process or pathway.

Possible outcomes of triage include:

- safeguarding referral
- governance management action
- referral to disciplinary procedures
- referral to competition management
- response or clarification
- recording as feedback.

## **10. Roles and Responsibilities**

The effective operation of the Boxing Ireland Concerns, Complaints & Feedback System relies on clear roles and responsibilities within the organisation.



### **Chief Operating Officer (COO)**

The Chief Operating Officer has overall responsibility for the governance framework supporting the Concerns, Complaints & Feedback System, including oversight of the triage process and ensuring concerns and complaints are managed in accordance with Boxing Ireland policies and procedures.

### **Safeguarding & Integrity Manager (Designated Safeguarding Lead)**

The Safeguarding & Integrity Manager acts as the Designated Safeguarding Lead for Boxing Ireland.

This role is responsible for:

- receiving concerns and complaints submitted through the Boxing Ireland Concerns, Complaints & Feedback System
- maintaining the central register of submissions
- coordinating the initial screening and triage process
- managing safeguarding concerns in accordance with Boxing Ireland safeguarding policies and statutory safeguarding requirements
- referring matters to the appropriate governance, safeguarding or disciplinary processes where required.

### **Disciplinary Officer**

Where matters are referred to formal disciplinary procedures, the Disciplinary Officer is responsible for managing disciplinary cases in accordance with the relevant disciplinary rules and procedures.

### **Committees and Panels**

Where appropriate, concerns or complaints may be referred to relevant committees or independent panels for review, investigation or determination in accordance with Boxing Ireland governance procedures.

### **Affiliated Clubs**

Affiliated clubs have responsibility for managing routine operational concerns and minor complaints relating to their activities and are expected to operate in accordance with Boxing Ireland policies, codes of conduct and safeguarding standards.

## **11. Jurisdiction and Authority**

Boxing Ireland has responsibility for governing the sport of boxing within its recognised jurisdiction and for overseeing affiliated clubs, competitions and activities conducted under its authority.

The Boxing Ireland Concerns, Complaints & Feedback System applies to matters arising within Boxing Ireland activities, including those involving affiliated clubs, participants, coaches, officials, volunteers and organisational operations.

Boxing Ireland may review concerns or complaints relating to:



- conduct or behaviour occurring within boxing activities
- governance or operational matters relating to affiliated clubs
- decisions or actions taken by Boxing Ireland within its organisational remit.

Boxing Ireland does not have authority to investigate matters that fall outside its jurisdiction, including:

- criminal matters, which must be referred to the relevant statutory authorities
- employment matters involving club employees where Boxing Ireland is not the employer
- issues relating to organisations or activities not affiliated with Boxing Ireland.

Where a concern relates to matters outside Boxing Ireland's authority, the organisation may advise the individual of alternative routes for addressing the issue where appropriate.

## 12. Safeguarding Concerns

Safeguarding concerns will be referred immediately to the **Safeguarding & Integrity Manager (Designated Safeguarding Lead)** and handled in accordance with Boxing Ireland's safeguarding policies and relevant statutory requirements.

Where necessary, safeguarding concerns may be referred to statutory agencies.

## 13. Handling Complaints

Where a matter is determined to be a complaint under this policy, Boxing Ireland will follow the process below.

### Stage 1 – Acknowledgement

Complaints will normally be acknowledged within **five working days**.

### Stage 2 – Review or Investigation

Boxing Ireland may:

- request additional information
- review documentation or evidence
- seek input from relevant individuals or committees.

### Stage 3 – Outcome

The complainant will be informed of the outcome and any actions taken.

Possible outcomes may include:

- explanation or clarification
- resolution or mediation
- governance management actions
- referral to disciplinary procedures
- no further action.



#### **14. Appeals**

Where a complainant believes a complaint has not been handled appropriately, they may request a review of the process.

Appeals will normally be limited to:

- procedural error
- new evidence.

Appeals will be handled in accordance with relevant Boxing Ireland policies.

#### **15. Confidentiality**

All complaints will be treated confidentially wherever possible.

Information will only be shared with those who need to know in order to manage the matter appropriately.

#### **16. Record Keeping**

Boxing Ireland will maintain a central record of concerns, complaints and feedback.

Records will be maintained in accordance with:

- data protection legislation
- Boxing Ireland governance procedures.

#### **17. Monitoring and Learning**

Boxing Ireland will periodically review concerns and complaints received to:

- identify recurring issues
- improve governance processes
- enhance participant experience.

#### **18. Timeframes for Raising Concerns or Complaints**

Concerns or complaints should normally be raised as soon as reasonably possible after the matter occurs.

As a general guideline, concerns or complaints should be submitted within **three months** of the incident or issue arising.

Boxing Ireland recognises that there may be circumstances where it is not possible or appropriate for an individual to raise a concern within this timeframe, particularly in relation to safeguarding matters. In such cases, Boxing Ireland may exercise discretion to consider matters raised outside the normal timeframe where it is reasonable and appropriate to do so.

Safeguarding concerns may be raised at any time and will always be prioritised in accordance with safeguarding procedures.



### **19. Vexatious, Malicious or Unreasonable Complaints**

Boxing Ireland is committed to ensuring that individuals can raise concerns, complaints and feedback in good faith without fear of disadvantage.

However, in rare circumstances complaints processes may be misused. A complaint may be considered vexatious, malicious or unreasonable where it is determined that the complaint has been made:

- with the intention of causing disruption, distress or reputational damage
- without reasonable grounds
- repeatedly about the same matter after it has already been addressed
- in a manner that is abusive, threatening or harassing towards individuals involved in the process.

Where Boxing Ireland determines that a complaint is vexatious, malicious or unreasonable, the organisation may take appropriate action to manage the situation, which may include:

- declining to pursue the complaint further
- limiting or managing future correspondence relating to the matter
- referring the matter for governance or conduct review where appropriate.

This provision will be applied carefully and proportionately so as not to discourage individuals from raising genuine concerns in good faith.

### **20. Protection from Victimisation**

Boxing Ireland encourages individuals to raise concerns, complaints and feedback in good faith in order to support a safe, fair and well-governed sporting environment. No individual will be disadvantaged, victimised or treated unfairly as a result of raising a genuine concern or complaint in good faith through the Boxing Ireland Concerns, Complaints & Feedback System.

Any form of retaliation, victimisation or adverse treatment against a person who has raised a concern or participated in a complaints process may itself be treated as a conduct matter and may be addressed under the relevant governance, safeguarding or disciplinary procedures.

This provision does not apply where a complaint is found to have been made maliciously or in bad faith.

### **21. Review of this Policy**

This policy will be reviewed periodically to ensure it remains aligned with:

- best practice in sports governance
- safeguarding standards
- regulatory requirements.



## 22. Process Overview

Report Concern → Initial Triage → Appropriate Pathway

Safeguarding → Safeguarding Procedures  
Conduct & Integrity → Governance Management  
Competition or Rules Matter → Technical Review  
Serious Misconduct → Disciplinary Process  
Operational Issue → Resolution / Feedback

All submissions are reviewed through the Boxing Ireland Concerns, Complaints & Feedback System to determine the appropriate pathway. Safeguarding concerns are prioritised and may override other processes.