



## Norwich City Boxing Club Complaints procedure

The purpose of this Procedure is to provide a mechanism for resolving complaints involving Relevant Persons. In order for a complaint to fall within the ambit of this Procedure, it must relate to an alleged breach of the EB Code, or otherwise involve an allegation of misconduct, which EB in its discretion considers sufficiently serious to warrant the application of this Procedure.

English Institute of Sport, Coleridge Road, Sheffield S9 5DA Tel: 0114 223 5654 Fax: 0114 223 5657 Web: [www.abae.org.uk](http://www.abae.org.uk)

### THE MAKING OF A COMPLAINT

Any Relevant Person may lodge a formal complaint. Other persons may also lodge formal complaints, which NCBC is entitled to adopt and pursue as complainant, if it considers appropriate to do so.

In order to lodge a complaint, the complainant must as soon as possible and (save in exceptional circumstances) by no later than within 3 months of becoming aware of the incident or conduct giving rise to the complaint, write to NCBC to set out, in as much detail as possible, the grounds for their complaint, their concerns and the outcome they are seeking (if any). If confidentiality is requested this should expressly be stated.

NCBC shall be permitted to lodge a complaint against a Relevant Person, or to join a complaint as an interested party if it considers it to be in the best interests of NCBC or the sport for it to do so.

### THE INVESTIGATION OF THE COMPLAINT

Save where they are not independent of the subject matter of a complaint (as to which, see further below) all complaints will be referred in the first instance to the Head coach or employee of NCBC with responsibility for disciplinary matters (the "Head Coach"). The Head Coach will acknowledge receipt of the complaint within 14 days, and will then consider the complaint. Following such initial consideration, the Head coach will decide whether:

the complaint is clearly vexatious or frivolous, in which case it will not be considered further; or

the complaint should be investigated by the club concerned on behalf of EB; or the complaint should be investigated by the region concerned on behalf of EB; or the complaint should be investigated by NCBC itself.

The above decision is one to be taken by the Head coach in his discretion taking into account all relevant considerations including the nature of the allegation, its seriousness, the role or position of the person against whom the complaint is made, and the resources reasonably available to investigate the complaint.

If the Head coach is not independent of the complainant or the subject matter of the complaint then he shall declare this to the relevant sub-committee of the NCBC Board the (“NCBC Committee”) who will arrange for the matter to be considered by an alternative appropriate officer or employee of NCBC. Equally, if for any reason the Head coach is unable to complete the work required of him under this Procedure, the NCBC Committee will appoint an alternative appropriate officer or employee to complete it. Where the complaint is made against NCBC itself then NCBC shall refer it to a suitable independent person who shall adopt the role of the Head coach in relation to that complaint.

The decision at paragraph 6 above should be reached within 28 days of receipt of the complaint, and should be communicated to the complainant as well as to any club or region to which the investigation is being referred as soon as reasonably practicable. If additional time is needed, the Head coach should notify the complainant and seek permission from the NCBC Committee for such further time to reach a decision as he considers necessary.

Any objection to a decision taken by the Head Coach under paragraph 6 above should be made in writing within 14 days to the NCBC Committee, whose decision whether to uphold or alter the Head coach’s decision will be final.

Guidance taken from England Boxing