



BOXING SCOTLAND LIMITED COMPLAINT POLICY

BSL is committed to providing a high-quality service to everyone we deal with. In order to do this we need to receive comments about our service, and to know when we get things wrong. We want to help resolve complaints as soon as is practicable.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to complaints, treat them seriously, and learn from them so that we can continuously improve our service.

What is a complaint?

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- The standard of service we provide;
- The behaviour of our staff, and;
- Any action or lack of action by Board members or staff affecting an individual or group.

Our complaints policy does not cover:

- comments about our policies or policy decisions;
- dissatisfaction with our policies or decisions about individual cases or requests for legal assistance;
- matters that have already been fully investigated through this complaints procedure, or;
- anonymous complaints;
- Vexatious or persistent complaints.

Our standards for handling complaints

We will deal with complaints promptly. We will acknowledge receipt of a written complaint within five working days and we will send a full reply within 30 working days of receipt. If we cannot send a full reply within 30 working days of receipt we will provide the reason why and provide a date when we will be able to reply in full.

We will not treat anyone less favourably than anyone else because of:

- sex or marital status: this includes family status, responsibility for dependants, and gender (including gender reassignment, whether proposed, commenced or completed);
- sexual orientation;
- colour or race: this includes ethnic or national origin or nationality;
- disability;
- religious or political beliefs, or trade union affiliation, or;
- other unjustifiable factors, for example language difficulties or age.

How to complain

All complaints must be submitted in written letter format by the club secretary of the relevant affiliated member club to the address in section below. All complaint letters must be accompanied by a complaint fee of £50. Individuals whose complaint is upheld will have their complaint fee fully re-imbursed. Any subsequent appeal letters must be accompanied by a fee of £100 which will also be fully re-imbursed should any appeal be upheld.

We have a three stage complaints procedure. At each stage it will help us to resolve your complaint quickly if you can give us as much clear detail as possible, including any documents and correspondence and stating that you are making a complaint in line with our procedure.

Stage 2

In the first instance, we will try to get your complaint resolved by the employee who provided you with the service, either through dispute resolution, investigation or by a complaints panel/committee.

Upon receipt of your complaint, the Chief Executive Officer (The Complaints Officer or "CO") will deal with your complaint in the first instance.

Stage 3

If at any stage you are dissatisfied with any matter relating to Stage 3 of the process, you may request a review by the Chairman. Your request should be sent to the Chairman at the address given below.

At each stage of the procedure we will acknowledge receipt of written complaints within five working days and we will send a full reply within 30 working days of receipt. If we cannot send a full reply within our deadline we will inform of the reason why very quickly and when we will be able to reply in full.

Comments

As well as learning from complaints we are also interested in other ideas on how we might do things better. We would also like you know when we do things well. If you have a comment to make about our policy decisions, it will be addressed by the team concerned as rapidly as possible.

Comments can be made by telephoning or writing to any members of our staff, or by email. We will use comments to help improve our service and the way we do things. However, the two-stage procedure outlined above does not apply to comments.

Comments can be made by telephone or in writing to any members of our staff, or by e-mail. We will use comments to help improve our service and the way we do things.

Contacting us

All complaints and requests for review under our complaints procedures should be sent in writing to the following addresses:

Attention: Chairman/ Chief Executive Officer, Boxing Scotland, Olympia Building 1st Floor, 2-16 Orr Street, Bridgeton Cross, Glasgow, G40 2QH.

Appendix 1 - Complaint Policy Process Flow

Process Step Starts >

