



Bucks Cricket CIO

Complaints & Grievances Procedure

Section 1: Introduction

The aim of this policy is to ensure that a concern or complaint by a Club, Player or Parent or Employee is managed sympathetically, efficiently and at the appropriate level and is resolved as soon as possible. Doing so is good practice, it is fair to those concerned and it helps to promote stakeholders' confidence in Bucks Cricket CIO. For the purposes of this policy, stakeholders include users of Bucks Cricket CIO's services, including cricket clubs, individuals undertaking training courses, volunteers, and the parents of young players in our Pathway. We will try to resolve every concern or complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, reviewing our systems in the light of circumstances.

We need to know as soon as possible if there is any cause for dissatisfaction. We recognise that a difficulty which is left unresolved can soon become a cause of resentment, which could be damaging to relationships. We intend stakeholders should never feel – or be made to feel – that a complaint will be taken amiss or will adversely affect anyone's opportunities. The policy, however, distinguishes between a concern or difficulty which can be resolved informally and a formal complaint which will require investigation.

Section 2: Application

This policy applies to all concerns other than those relating to Child Protection to which a separate procedure applies and can be found within Bucks Cricket CIO's Safeguarding Documents.

Section 3: Timescales

We aim to resolve complaints in a timely manner. Timescales for each stage of the Complaints Procedure are set out below in the relevant paragraphs. For the purposes of this policy, a "working day" is defined as a weekday. The definition of "working day" excludes weekends and Public Holidays.

Stage 1: Concerns and Difficulties

We expect that most concerns, where a stakeholder seeks intervention, reconsideration, or some other action to be taken, can be resolved informally.

Please raise the concern initially as follows:

- 1. Player Pathway** – if the matter relates to our Player Pathway (for young cricketers aged 10-17) please contact the Head of Pathway.
- 2. Courses** – for concerns relating to the provision of coaching or other courses please contact the Club Network Manager.
- 3. Clubs** - for concerns raised by cricket clubs affiliated to Bucks Cricket CIO please contact the Club Network Manager. Concerns about any Junior Competition, please contact the Competition Organiser.
- 4. Financial or administrative matters** - for concerns related to financial or administrative matters, please contact the Financial Director.
5. Should an informal concern or complaint be raised with any other member of staff, other than those designated in 1-4 above, he or she should redirect appropriately.

Unresolved concerns: A concern which has not been resolved by informal means within ten working days following receipt of the complaint can be notified as a formal complaint in accordance with Stage 2 below.

Record of Concerns: In the case of concerns raised under Stage 1 of this procedure, the only record of the concern and its resolution will be file notes by the person dealing with the complaint and/or file correspondence between the person raising the concern and the respondent.

Stage 2: Formal Complaints

- 1. Notification:** An unresolved concern under Stage 1 or a complaint which needs investigation, or a more serious dissatisfaction with some aspect of Bucks Cricket CIO's policies, procedures, Management, or administration should be set out in writing with full details and sent with all relevant documents and full contact details for the attention of the CEO. Should a formal written complaint be received by another member of the Bucks Cricket CIO's staff, they should immediately pass it to the CEO. Bucks Cricket CIO's Complaint form (Appendix 1) must be used.
- 2. Acknowledgement:** Your complaint will be acknowledged by telephone or in writing normally within five working days of receipt. The acknowledgement will indicate the action that is being taken and the likely timescale for resolution.
- 3. Investigation and resolution:** The CEO or relevant officer may deal with the matter personally or may ask another Director to act as "investigator". The investigator may request additional information from you and will probably want to speak to you personally and to others who have knowledge of the circumstances. Should the complaint relate to or involve a minor, Bucks Cricket CIO Safeguarding Officer will be consulted. Following appropriate investigation, the CEO or his nominated investigator will notify you in writing of the decision and reasons for it.
- 4. Outcome:** The aim of the CEO would be to inform the Complainant of the outcome within one calendar month of the receipt of the complaint.
- 5. Record of Complaints:** The CEO is responsible for keeping a log of all complaints received by and referred to them under this stage of the procedure. The log should provide a brief written summary including the name of the complainant, the date of receipt of the complaint, the matter complained of, and the manner and date of its resolution. Written records will also be kept of any meetings and interviews held in relation to the complaint.

Stage 3: Referral to the Chairman of Bucks Cricket CIO

- 1. Notification:** If you are dissatisfied with the decision of the CEO under Stage 2, your complaint may be renewed in writing to the Chairman of Bucks Cricket CIO. You should write to the Chairman within five working days of receiving the decision. Your letter should contain all relevant documents and full contact details. Your complaint will be acknowledged by telephone or in writing normally within five working days of receipt. The acknowledgement will indicate the action that is being taken and the likely timescale for resolution.
- 2. Action by the Chairman:** The Chairman will arrange for your complaint to be investigated following as established all the procedures equivalent to those described in Stage 2 above. When the Chairman is satisfied that all of the material facts and relevant policies have been established, so far as is practical, the Chairman will notify you in writing of their decision and the reasons for it. The Chairman will aim to provide a response within fifteen working days of receiving your letter but will inform you if this timescale needs to be increased. If you are not satisfied with the Chairman's decision, you may ask for the complaint to be referred to a Review Panel, by writing to the Board Secretary.

Stage 4: Reference to the Review Panel

- 1. Notification:** Only if you have been through Stages 1, 2 & 3 and are dissatisfied with the Chairman's decision, may you request a final hearing by a Review Panel. To request a hearing before a Review Panel, please write to the Board Secretary within 5 working days of the decision you wish to appeal. Your request will only be considered if you have completed the relevant stages 1, 2, & 3. Please ensure that

copies of all relevant documents accompany your letter to the Board Secretary, and state all the grounds for your complaint and the outcome you desire. The Board Secretary will acknowledge your request in writing within 5 working days.

2. **Review Panel:** The review will be undertaken by a panel of at least three members appointed on behalf of Bucks Cricket CIO and selected by the Board Secretary. The panel members will have no detailed knowledge of the case, will not include the Chairman and one member will be independent of the management and running of Bucks Cricket CIO. Fair consideration will be given to any bona fide objection to any member of the panel.
3. **Convening the Panel:** The Board Secretary will convene the Review Panel as soon as it is reasonably practical.
4. **Notice:** Every effort will be made to enable the Panel hearing to take place within ten working days of the receipt of your request. As soon as reasonably practical and in any event at least five working days before the hearing, the Board Secretary will send you written notification of the date, time and place of the hearing, together with brief details of the Panel members who will be there.
5. **Attendance:** You will be asked to attend the hearing and may be accompanied by one other person such as relative, teacher or friend who should not be legally qualified. A child aged 13+ may attend part or all of the hearing at the discretion of the Panel Chair. In this event prior notice must be given to enable the Bucks Cricket CIO Safeguarding Officer to be in attendance. The Board Secretary or nominated Deputy will also attend the hearing in order to keep a record of proceedings. Copies of additional documents you wish the panel to consider should be sent to the Board Secretary at least three working days prior to the hearing.
6. **Hearing:** The Chair of the Review Panel will conduct the hearing in such a way as to ensure that all those present have the opportunity of asking questions and making comments in an appropriate manner. The hearing is not a legal proceeding, and the Panel shall be under no obligation to hear oral evidence from witnesses but may do so and/or may take written statements into account.
7. **Adjournment:** The Chair may at their discretion adjourn the hearing for further investigation of any relevant issue. This may include an adjournment to take legal advice.
8. **Decision:** After due consideration of the matters discussed at the hearing, the Panel shall reach a decision unless there is an agreed outcome with the complainant. The Panel's decision, findings and any recommendations may be notified at the hearing or subsequently and shall be confirmed in writing to you by electronic mail where appropriate within ten working days. If you do not wish to receive the decision by electronic mail, a copy will be given or posted to you.

Confidentiality: A written record will be kept of all complaints and at what stage they are resolved. In accordance with data protection principles, details of individual complaints will normally be destroyed.

Appendix One – Complaint Form

Please complete and return to the CEO of Bucks Cricket CIO who will acknowledge receipt and explain the action being taken.

Your Name:

Address inc Postcode:

Home Phone Number:

Mobile Phone Number:

Email address:

Details of Complaint:

Action already taken to try and resolve the complaint (including who has been spoken to and their response):

What actions do you feel might resolve the problem?

Details of attached Paperwork (if any)

Signature:

Date:

For Official Use:

Date acknowledgement Sent and by whom:

Complaint Referred to and date thereof

Amendment Record

Version	Date	Status	Description of Revision
0.a	2023-01-25	Draft	Initial version of document
1.0	2023-01-25	Final	
2.0	2024-01-15	Final	

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