

# Cricket Wales Limited

## Complaints

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### Policy & Procedure

**Author** CEO

**Approved by** Board Of Directors

**Approval date** 4<sup>th</sup> September 2017

**Review date** September 2018



**CRICKET WALES**  
**CRICED CYMRU**

*Policy applies to: all persons involved in or associated with any aspect of Cricket Wales programmes or activities*

### **General statement example**

Cricket Wales is responsible for setting and maintaining standards within the sport and for ensuring that a complaints policy and associated procedures are in place. All members are responsible for being aware of and abiding by the Cricket Wales rules and regulations and for maintaining high standards. Any complaints that arise will be dealt with as promptly as possible and appropriate action will only be considered when the facts have been established. Any action will always be appropriate to all the circumstances of the complaint in question and processes and procedures will be applied in a consistent manner.

### **Dealing with General Complaints**

The emphasis of the General Complaints Procedures of Cricket Wales will be on the early resolution of problems with a minimum of disruption to members.

- All complaints will be dealt with sympathetically, fairly and honestly.
- Responses to complaints will be as full and detailed as possible.
- If Cricket Wales, its employees, volunteers or usual processes are found to be at fault that will be acknowledged and the complainant will be informed of any future action to be taken to prevent similar problems occurring again.

#### **1. General Complaints**

A general complaint that is not linked in any way to an action that might be associated with a criminal, disciplinary, anti-doping or safeguarding offence is defined as:

- an expression of dissatisfaction about an action (or inaction) or decision (or policy) of Cricket Wales as a corporate body, or by one of its employees, or by a Director or other volunteer acting in any capacity on behalf of the Company
- a complaint may initially be made verbally (the complainant will be asked to follow it up in writing in the majority of cases), or in writing, either by letter, fax or e-mail

A person making a complaint is usually referred to as “the complainant”. Complaints can come from any sphere of your activities. They may come from a member, another organisation, a parent/guardian or a member of the general public. Irrespective of where the complaint originates this standard process should be used.

## 2. Who will deal with complaints

In all cases the complaint will be directed to the most appropriate person:

| Person/body against whom the complaint is made                                                                                           | Initial response                                                                                                         | Response to the Complaint                                                                           | Additional/subsequent response if complaint not satisfied                            |
|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| Cricket Wales as a corporate body or one or more of its Directors                                                                        | Standard letter, or email confirming receipt of the complaint and name of person to whom the complaint has been referred | Chief Executive                                                                                     | Chair                                                                                |
| Chief Executive Officer                                                                                                                  |                                                                                                                          | Chair                                                                                               | Board                                                                                |
| Employee                                                                                                                                 |                                                                                                                          | Line Manager                                                                                        | CEO unless the CEO is the line manager then the matter will be referred to the Chair |
| Person working on behalf of Cricket Wales in self-employed capacity, or as a volunteer e.g. coach, tournament official, committee member |                                                                                                                          | The member of staff responsible for the relevant area of work e.g. performance, development, events | CEO<br>Chair or other Director/Executive member with a lead responsibility           |

## 3. Process

All general complaints will be acknowledged in writing by letter or email usually within 3 working days of receipt. The acknowledgement will confirm the person to whom the complaint has been directed and inform the complainant of the procedure that will be followed in dealing with the matter and if possible the likely timescale. A standard initial response format should be used.

The person receiving the complaint will either deal with it themselves or pass it to the appropriate person to deal with, as shown above.

The person dealing with the complaint will:

- Determine the facts of the matter as required, the actions to determine the facts will vary on a case by case basis
- Keep the complainant informed of progress with regard to their complaint, particularly important if there is likely to be a delay in answering the complaint for any reason
- Write to the complainant answering their concerns and giving explanation(s) where appropriate within 10 working days unless a longer period is required in order to obtain information

If the complainant is not satisfied with the response the person who has dealt with the complaint will endeavour to resolve any further issues raised and will respond again in writing.

In the event that the complainant is still not satisfied the complaint will be referred to the subsequent responder as indicated in the table or their equivalent. Any subsequent correspondence will be dealt with within the same timescales.



Cricket Wales should not enter into lengthy and extended correspondence with the complainant once the original complaint and any subsequent substantive issues have been answered and/or resolved as far as Cricket Wales is concerned. The Chief Executive or Chair as appropriate should bring the matter to a close, in the most amicable way possible, if they believe that nothing will be gained by either party through continuance of the discussions.

It is good practice to keep a record of all complaints received as this may show a pattern either about a particular person or a particular way your NGB is working. If this is the case then a further action or a change in policy may be necessary.

The number of complaints received by Cricket Wales is limited. However, should it escalate or should serious cases arise then a mechanism will be introduced whereby the Board oversees the number and nature of complaints on an annual basis.

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|-------------------------------------------|--------------------------------|
| <b>Agreed by the Board</b>                | 4 <sup>th</sup> September 2017 |
| <b>Communicated to all employees etc.</b> | September 2017                 |
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For further information about any aspect of Cricket Wales' Complaints Policy and Procedure, please contact:

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