



Step 1: Intake & Acknowledgment

Objective: Capture the complaint and acknowledge receipt promptly.

- Receive Complaint: All complaints must be sent to Mark White mark.white@cricketwales.org.uk
- Document Details: Date/time, individuals involved, type of discrimination alleged, and any immediate safety concerns.
- Acknowledge Receipt: Send confirmation to the complainant within 24–48 hours, ensuring them the issue is taken seriously and will be handled confidentially.

Step 2: Initial Risk Assessment

Objective: Determine urgency and potential harm.

- Urgency Levels:
 - High Risk: Physical safety risk, retaliation, repeated offenses — escalate immediately to senior leadership/legal.
 - Moderate Risk: Ongoing pattern of behaviour, workplace disruption.
 - Low Risk: Isolated incident, no immediate harm.

Step 3: Categorisation

Objective: Identify the type of discrimination and applicable legal/policy framework.

- Type of Discrimination based on Protected Characteristics within UK law.
- Determine Scope: Is this an interpersonal issue, systemic concern, or policy gap?

Step 4: Investigation Triage

Objective: Decide on investigation path and timing.

- Informal Resolution: Possible when both parties agree and issue is minor (e.g., mediated discussion).
- Formal Investigation: Launch when policy violation is likely, or informal approach is inappropriate.
- The Cricket Regulator: Cricket East to ask for support from The Cricket Regulator.

Step 6: Documentation & Tracking

Objective: Maintain records for accountability and legal compliance.

- Log Details: Store all communications, notes, evidence, and findings securely.
- Status Updates: Track case progress, deadlines, and follow-up steps.

Step 7: Resolution & Follow-Up

Objective: Deliver a fair outcome and prevent recurrence.

- Investigation Outcome: Determine findings, actions (discipline, training, apology), and policy recommendations.
- Close Case with Complainant: Share summary of findings (within legal/privacy bound boides)

Step 8: Continuous Improvement

Objective: Use data to improve organisational culture.

- Trend Analysis: Regularly review complaint data for systemic issues.
- Policy Updates: Revise procedures and training as needed.
- Transparency Reports: Share anonymised trends with leadership or staff (as appropriate).