



SHROPSHIRE COUNTY CRICKET CLUB

Complaints

All complaints will be dealt with promptly, fairly and confidentially, if appropriate the complaints investigation form.

Our emphasis is early resolution of problems with minimum disruption.

Complaints process:

Stage 1

We would suggest you make an informal complaint to the relevant individual i.e., coach who will then discuss the complaint with you and attempt to agree a way forward or a solution that is acceptable to both parties.

You may have to allow time for them to investigate or remedy your complaint, and you should agree a timetable for this. At the end of this time, we hope that an amicable solution will have been found. If not, we would encourage you to progress to Stage 2

Stage 2

Where the initial complaint cannot be resolved informally via Stage 1 or if you do not consider it appropriate to discuss the issue informally the complaint should be made in writing to the club secretary or other member of the management committee (complaints receiving officer) The written complaint should include as much detail as possible, witness statements and supporting documents.

The complaints receiving officer will acknowledge in writing all written complaints within 5 working days and outline the course of action that we will be taking.

We aim to resolve all complaints within 28 days however there may be occasions where this timeframe is exceeded where this is the case you will be informed in writing.

If you are not satisfied with this outcome, you have an option to proceed to stage 3.



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Stage 3

If you are not satisfied with the outcome of Stage 2 the complaint can be referred to the Management Committee, who will set up a complaints committee to review the complaint. The complaints committee will have a minimum of 3 players, these should be the individuals considered the most appropriate, not necessarily management committee players. They will review the complaint and will write to you within 7 days with their review findings.

Stage 4

If you are dissatisfied with the outcome of the complaint, or the complaint is about the management committee you can submit the complaint in writing to the **lead officer. Shropshire Cricket Board Ltd Wrekin College Sports Hall Sutherland Road, Wellington, TF1 3BH.**