

Gloucestershire Cricket Board- Complaints Procedure

General Statement

Gloucestershire Cricket Board is responsible for setting and maintaining standards within the sport and for ensuring that a complaints policy and associated procedures are in place. All complaints received will be dealt with promptly, fairly, and confidentially. Our emphasis is early resolution of problems with minimum of disruption. Please note we are required to retain records of all complaints for a minimum of two years.

If you feel you have a complaint you should follow the stages below to seek a satisfactory resolution to your complaint.

Stage 1

We would suggest you make an informal complaint to the individual. The individual 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 the individual to investigate or remedy your complaint and you should discuss timescales to speak to you again about the complaint. At the end of this time, we hope that an amicable solution will have been found. If it has not been resolved, you are encouraged to progress to stage 2.

Stage 2

If the initial complaint cannot be resolved informally via the stage 1 process, or if you do not consider it appropriate to discuss the issue informally, the complaint should be submitted in writing to the Lead Officer.

Formal written complaints should be made to:

Gloucestershire Cricket Board
The Bristol County Ground
Nevil Road
Bristol
BS7 9EJ

Please include as much detail as possible including any appropriate supporting documentation. We will acknowledge, in writing, all written complaints within 5 working days and outline the course of action that we will be taking. We will carry out an investigation of your complaint and write to you within 30 days with our findings and a decision as to whether the complaint is justified/supported and a summary of what action we propose taking to resolve the issue, if required. If you are not able to find a satisfactory resolution to your complaint you have the option to proceed to stage 3.

Stage 3

If you have followed Stage 1 and/or 2 of these complaints procedures and are still dissatisfied with

the outcome, you have the right to take your complaint to the Chair of Directors. Please follow instructions as per stage 2.

Stage 4

If you have followed Stage 1/2 and/or 3 of these complaints procedures and are still dissatisfied with the outcome, you have the right to take your complaint to our awarding body.

Please follow the awarding bodies complaints procedure, which can be found via the details below:

England and Wales Cricket Board

Lord's Cricket Ground

London

NW8 8QZ

020 7432 1200