



Greenfield Cricket & Social Club
Complaints Policy 2024



GREENFIELD CRICKET & SOCIAL CLUB (Established 1899)
Ladhill Lane, Greenfield, Saddleworth OL3 7JW Tel: 01457 871378
Website: www.greenfieldcc-play-cricket.com
Twitter: <https://twitter.com/Greenfield Cricket> Email: greenfieldcc@hotmail.co.uk

COMPLAINTS POLICY:

At Greenfield Cricket & Social Club we are committed to providing a safe and enjoyable environment for all children, members, and visitors to our ground. We acknowledge, however, that children, members, parents, and visitors can sometimes feel aggrieved about something that is happening during a match, coaching session, or social event, which appears to be discriminatory, or which may constitute unreasonable behaviour.

A member, child, visitor, or parent may make a complaint about any decision, behaviour, act, or omission that she or he feels is discriminatory or is deemed unreasonable. Raising the complaint directly with the person perceived as causing the grievance may sometimes address the concerns of the aggrieved person. However, that is not always possible. Sometimes several attempts at face-to-face resolution may have been attempted or have occurred with little success. Whilst most concerns can be addressed through direct discussion by the parties, there will be instances where raising the concern with the other person on a face-to-face basis is not appropriate or possible.

Examples of complaints covered by this procedure include:

- concerns about child disciplinary procedures by a coach/captain
- behaviour of a coach
- damage or loss of personal property
- bullying and harassment

1. Making a complaint

Some complaints, because of the seriousness of their nature, should be referred immediately to the Chair Jason Taylor and/or Safeguarding Officer Cath Knowles about behaviour which places others at risk of serious harm.

Step 1 – Before making a formal complaint:

In many circumstances, the most appropriate step to take first is to tell the person who is the cause of the complaint how you feel. If the complaint is about their behaviour, tell them that it is offensive or hurtful or not acceptable. If the complaint is about another member and their behaviour, tell them why you think it is discriminatory or not acceptable. Telling the person will give them a chance to stop or change what they are doing or explain their actions and why.

Step 2 – Before making a formal complaint:

If the problem or concern is unable to be resolved by a direct personal approach, it should normally be raised with an appropriate person in order to discuss the issue and seek resolution. For a parent with a complaint about a child or another member of the club, the concern should first be discussed with the relevant Captain (all age cricket) Coach, Bar Manager and/or, if appropriate, the Director of Cricket or Chair. For a member with a complaint about a child or member in their group, the concern should first be raised with the relevant coach, captain and/or Chair or Director of Cricket.

2 Making a formal complaint

The initial formal complaint must be introduced to the Club Secretary in writing.

If the 2 -step process mentioned above of raising the concern, obtaining the facts, and seeking a resolution is not producing a satisfactory outcome, the formal complaints procedure may be used.



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The purpose of this procedure is to offer a process by which a member, child or visitor may have a complaint addressed. For example, if you feel that you are being harassed or discriminated against, this complaint handling procedure is available to you so your concerns can be dealt with in an appropriate manner.

Who may use this procedure?

- any parents (members)
- any child within the club
- any visitor to the club

3. Key elements of our complaints handling procedure Impartiality

If you make a complaint, it will be investigated in a fair and impartial manner. No judgments or assumptions will be made, and no action will be taken until the investigation is complete. If a complaint is made against you, your rights will be protected, and you will be given an opportunity to tell your side of the story.

Confidentiality

You should feel secure that, if you do make a complaint under this procedure, it will remain confidential. The only people who will have access to information about the complaint will be:

- the person making the complaint
- the person about whom the complaint is made
- the person to whom the complaint is made
- the person investigating the complaint.

No victimisation

Provided your complaint is made in good faith, you should rest assured that you will not suffer in any way as a consequence. The club will ensure that a person who makes a complaint is not victimised in any way.

Vexatious or malicious complaints

There is an underlying assumption that complaints are made in good faith (and with good will) and with an intention for resolution as opposed to retribution.

Timeliness

Each complaint will be finalised within as short a period of time as is practicable. Complainants will be advised if the matter cannot be finalised within one month.

4. What to do if you have a complaint

Go to the relevant Captain, Coach or Bar Manager (non-cricket complaints).

If you feel you cannot approach the person directly or you are not happy with her or his initial response or reaction, then you should contact the club secretary who will ensure your complaint is passed to an appropriate person.

5. What happens next?

5.1 Once you have made the formal complaint that person will consider whether there are any reasons why he or she should not proceed to deal with the complaint. For example, the person you complained about may be a personal friend of the Coach, Bar Manager/Director of Cricket.

5.2 If there is a good reason why it is inappropriate for the designated person to deal with your complaint, the complaint will, with your consent, be referred to another appropriate person.

5.3 Once a delegated person has decided to proceed, that designated person:

(a) will interview you or arrange for another appropriate person to interview you and during this interview:



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- the process will be explained to you;
- you will be advised what will happen if the complaint is upheld;
- you will be advised what will happen if the complaint is not supported by the evidence;
- you will be told where you can go for assistance if you are not happy with the way the complaint is dealt with

(b) will take a written record of the complaint;

(c) will speak to the accused person to hear his or her side of the story;

(d) will interview any witnesses.

These interviews will be conducted separately and impartially. Written reports about the complaint may be requested. The importance of confidentiality will be stressed to all parties, and they will be warned of the consequences if there is a breach of confidentiality (e.g., possible suspension from the club);

(e) will tell you what the accused and witnesses have said;

(f) will discuss what should be done to sort out the complaint.

5.4 You should tell the designated person what action you would like taken, e.g., a written apology from the person, a written warning, etc. This allows the designated person to understand, from your perspective, what you believe you need from the process. It will not dictate the remedy that might ultimately apply.

6. Review

If the complaint remains unresolved, the Director of Cricket/Chair & Safeguarding Officer will review the complaint and make a final decision about the complaint with the consent of a majority of the club's management officers.

7. Possible outcomes

If the complaint is upheld, or sustained, the following are possible outcomes depending on the nature of the complaint:

- a mediated agreement between the parties
- a verbal apology
- a written apology
- any other action as deemed appropriate by the Club.

If a complaint is not upheld, or sustained, (e.g. there is insufficient evidence) but some issues come out of the investigation that are required to be addressed then, possible outcomes include:

- relevant information for those involved;
- monitoring of behaviour;
- mediation at the local level; or
- any combination of the above.

If the complaint is found to be without any basis or if there is evidence that the complaint was made with the main purpose or intent of causing distress to the accused, the following possible outcomes need to be considered and, where appropriate, implemented:

- a written apology from the person who made the complaint
- an official warning
- possible suspension from the club if deemed appropriate by the Chair/Director of Cricket.



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The designated person is primarily responsible for implementing whatever outcome is determined. The designated person or the Chair (unless they are the object of the complaint or grievance) will also review the effectiveness of the outcome from time to time.

8. Appeals

There is a right of appeal if you feel that the complaints procedure has not been followed properly or that the outcome is unacceptable to you.

- The complainant or accused may appeal to the Club Secretary.
- The appeal will consider the way the complaint was handled and examine the outcome

9. Record keeping

Records of complaints, interviews and other documentation relating to a complaint must be kept at Greenfield Cricket & Social Club in a separate complaints file. The designated GDPR officer will hold this file for the tenure of their appointment.

10. Designated Persons

The following people are designated persons who you can speak to if you decide to make a formal complaint.

The main designated person's for all cricket complaints, including coaching/training and match play will be:

Jon Mayor – Director of Cricket
Email: cricket@greenfieldcc.org.uk
Mobile 07725 758792

Simon Patrick – Vice Chair
Email: admin@greenfieldcc.org.uk
Mobile: 07872 456909

The main designated person's for all other complaints will be:

Jason Taylor – Chairperson
Email: chair@greenfieldcc.org.uk
Mobile: 07976 250459

Cath Knowles – Safeguarding Officer
Email: welfare@greenfieldcc.org.uk
Mobile: 07837 514844

Anthony Knowles – Bar Manager/Club Hire
Email: clubhouse@greenfieldcc.org.uk

Alternatively email the secretary@greenfieldcc.org.uk who will ensure your complaint will be passed to the right person.



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Document Type	Complaints Policy
Policy Owner	Greenfield Cricket & Social Club
Department	Safeguarding
Policy Author	Cath Knowles
Effective Date	March 2024
Recommended Review Date	March 2025

Change History			
Version No	Author	Changes	Date
1.0	Cath Knowles	Initial Policy Prepared	1 March 2024