

Cheshire Cricket Board Ltd

COMPLAINTS PROCEDURE

If you have a complaint about the service we offer or behaviour or performance of an employee, representative or Director of Cheshire Cricket Board Limited our procedure is as follows:

**Stage 1**

Make an informal complaint to the individual in question who will be aware of our complaints policy and will be aware that every effort will be made to agree a way forward or solution that is acceptable to both parties. In these cases we would ask that a suitable time period is allowed and would suggest a response within 7 working days to investigate ways forward unless quicker agreed between the two parties. We would hope that within this time frame there has been sufficient discussion and action to have remedied an amicable solution, however if this is not the case you are advised to move to stage 2.

**Stage 2**

If you feel that the initial complaint cannot be resolved formally via the stage 1 procedure or you find it to be inappropriate to discuss this informally then the complaint should be submitted by post to:

Director of Cricket, Cheshire Cricket Board Ltd., Hartford House, Moss Farm Leisure Complex, Northwich CW8 4BG

In your written complaint please include a detailed account with dates and any supporting documentation that you feel would be appropriate.

Your written complaint will be acknowledged within 5 working days and an outline confirmed on the proposed course of action that will be taken. An investigation of the facts contained within the complaint will be carried out and we will write to you within one calendar month of our findings and our decision as to whether the complaint is justified (supported) and a summary explaining the action we propose taking to resolve the matter if this is required.

If we feel that your complaint is justified we may offer recompense which might vary from an apology to reimbursement of any fees or service and any other option that we feel might be appropriate dependent on the nature of the complaint.

Any written complaints will be held for a minimum period of three years.

Cheshire Cricket Board

*Reviewed 2024*