

Gerrards Cross Cricket Club

Complaints Procedure Protocol

1. **The Purpose**

This protocol sets out the approach of Gerrards Cross Cricket Club (GXCC) to the handling of complaints.

This protocol is relevant to all members, volunteers and anyone who is employed by GXCC.

2. **The importance of having a Complaints Procedure**

Despite the efforts of the GXCC Committee it is likely that a complaint will be made by someone at some point. To reduce any anxiety, stress or apprehension for either the complainant and members, volunteers or anyone who is employed by GXCC it is crucial to have a procedure for handling complaints.

3. **How complaints can be made**

Complaints must be received in writing, by letter or by email.

4. **Persons who can complain**

Complaints can be made by anyone who is affected, or likely to be affected, by the action, omission or decision of members, volunteers or anyone who is employed by GXCC, or by a representative of someone who is incapable of making the complaint themselves.

5. **Persons responsible for handling complaints**

Complaints Manager:

The Complaints Manager is responsible for the overseeing the handling and investigation of complaints.

The Complaints Manager at GXCC is: Dr Peter Westaway, GXCC Chairman.

6. Investigation of complaint

- 6.1) The Complaints Manager will discuss the complaint with the implicated member(s), volunteer (s) or anyone who is employed by GXCC to establish their recollection of events.
- 6.2) If the complaint is against the Complaints Manager, then the complaint is to be referred to another Committee Member for investigation.
- 6.3) The Complaints Manager should acknowledge a written complaint in writing within five working days, stating the anticipated date by which the complainant can expect a full response.
- 6.4) The full response to the complainant is to be signed by the Complaints Manager, and include:
 - a) An explanation of how the complaint was investigated.
 - b) The conclusions reached in relation to the complaint and any remedial action that will be needed.
- 6.5) If it is not possible to send the complainant a response in the agreed period it is necessary to write to the complainant explaining why. Then a response is to be sent to the complainant as soon as is reasonably practicable.

7. Review of complaints

Complaints received by GXCC will be reviewed at an Extraordinary Committee Meeting* to ensure that any learnings are shared and acknowledged.

A review of all complaints will be conducted at the end of each season by the Complaints Manager to identify any patterns. These will then be reported to the committee and where it is deemed necessary, acted prior to beginning the next season.

* Extraordinary Committee Meeting
An extraordinary committee meeting (ECM) is a committee meeting called other than a scheduled committee meeting.

Gerrards Cross Cricket Club
Dukes Lane, Gerrards Cross , Bucks SL9 SL9 7JZ

Adopted by the Committee

Dr Peter Westaway
Chairman

Richard Knudsen
1st XI Captain

Richard Graham
Secretary

George Graham
2nd XI Captain

Jackie Westaway
Treasurer

Giles Giggins
Committee Member

Dr Claude Seimon
Welfare Officer

Justin Hampshire
Committee Member

Andrew Smith
Colts Coordinator

Gerrards Cross Cricket Club is managed and run by a committee of volunteers who give their time free of any fees or favours. GXCC employs one part time member of staff, the Groundsman and other 'trades' people as and when required. Individual Committee members may not procure any services or product without the consent of the Treasurer and at least one other committee member.

Applications for new committee members are always welcomed and considered.