



WILDEN VILLAGE CRICKET CLUB – COMPLAINT PROCEDURE, JANUARY 2025

1.0 We aim to

- Acknowledge all complaints within 5 days of receiving them.
- Deal with complaints promptly without bias.
- Record and monitor all complaints.
- Ensure that complainants are kept informed throughout the process.

2.0 Definitions

2.1 Who is the complainant?

Complainants are defined as anyone who has used the facilities at Wilden Village Cricket Club. Members of the public who do not receive a service from Wilden Village Cricket Club but to make a complaint will be treated the same as a member within this Complaint Procedure.

2.2 What is a complaint

A complaint is defined as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by Wilden Village Cricket Club, our staff, our committee or those acting on our behalf affecting an individual member, or group of members.

This includes:

- Service delivered directly by Wilden Village Cricket Club, or on behalf of Wilden Village Cricket Club.
- Failure to provide a service or to meet the quality or service standards as expected by us.
- Failure to follow policy or procedure.
- Committee member/Employee/contractor behaviours including delays in responding to enquires and requests.

2.3 This procedure aligns with our wider Equality and Diversity strategy, by supporting our members to feel comfortable to be their authentic self and supported to reach their full potential, encouraging the strategic aim of getting to know our members by listening to their experiences.

We are committed to making our Complaints Procedure as accessible and easy to use for all members, reflecting our statutory duties, as set out in the Equality Act 2010. If a member needs support to make their complaint, we will offer the support needed. All requests from members to accommodate their needs in complaints will be considered and acted on where possible and recorded within the complaint case.



3.00 How Complaints Can be Made

3.1 Wilden Village Cricket Club provides a range of communication channels for members to make complaints including, email, phone, in person or by writing in. Complaints can be to a committee member or bar staff.

If complaints cannot be made by an individual themselves, they can ask someone else to do it for them, such as an appointed family member, or friend. An Authority to Act form will requested by us to be completed by the complainant, giving consent to both parties to deal with the complaint. Only when the consent has been received will all correspondence regarding the complaint be dealt with through the third party.

3.2 The complainant does not have to use the word 'complaint' for it to be treated as a such, an expression of dissatisfaction which meets the definition as detailed in section 2.2 will be handled in line with this procedure.

3.3 Upon receipt of a complaint Wilden Village Cricket Club will:

- Contact the complainant and acknowledge the complaint in writing within 3 working days,**
- The complaint will then be passed to the committee to discuss/action. This may have to be added to the next committee meeting agenda. Committee meetings are held the first Wednesday of every month.**

3.4 When a complaint has been received that meets the definition in 2.2 and is an expression of dissatisfaction and not a service request, a complaint will be logged and acknowledged and investigated as soon as committee approval has been received.

In acknowledging the complaint within 5 working days of receipt, the complainant will be advised by the Club Secretary of:

- The date the complaint was received and logged on the next viable working day.**
- The date the complaint is expected to be investigated and resolved.**
- Summary of the complaint, if any aspect of the complaint is unclear, further clarification will be sought with the complainant and a full definition agreed between the complainant and the committee.**
- Contact details for the appointed committee member who will be investigating the complaint.**

An initial, impartial, investigation including any correspondence with the complainant or a authorised third party will be undertaken by a committee member, who will relay all information gathered at the next committee meeting.



If it is deemed necessary then an extra ordinary meeting can be requested. Timescales permitting.

Once the committee have had the opportunity to hear the complaint and view the investigations undertaken thus far; they will consider any response/action necessary.

The committee will either instruct the club Secretary to issue a response on their behalf, or ask for more information. They may also instruct the Club Secretary to contact the complainant and ask them if they or their third party would attend a meeting to discuss the complaint in person.

It is expected that all complaints will be resolved within 5 working days after a committee meeting.

The appointed Committee member, will instruct the Club Secretary on any decision that has been made. The Committee's decision is final. The Complainant will be notified in writing within five working days the decision of the committee. This will include any improvement or changes made to policy or procedures relating to issues raised in the complaint.

If the complainant is not happy with the outcome, they will only be allowed to appeal the decision if they can show that information that they provided during the investigation was not relayed to the committee to take into consideration. Please note that you cannot present new information at this time, only the information that was omitted. If it is established that that the information that was omitted from the initial investigation then an appeal will be considered. This information must be provided within 5 working days of the receipt of the decision letter sent to you by the committee. Once this is received, the committee will meet to discuss if this information impacts on the decision made. If this is the case, then a new decision letter will be issued advising of the outcome of the complaint and will advise of any changes to policy or procedure that have been made.

If it is deemed that the information received on appeal does not warrant any necessary changes, then the complainant will be advised in writing that their appeal has been considered but it has not been successful. They will be advised that is decision is final, and their complaint will be closed.

POLICY INTRODUCED FEBRUARY 2025

VERSION 1.0

APPROVED BY COMMITTEE

