Berkshire Cricket

COMPLAINTS POLICY

Policy updated:	November 2026
Next Review Date:	April 2027

Scope

Berkshire Cricket is the governing body for the game of cricket in Berkshire. Services delivered include Club and League support, Schools cricket, Community cricket and ECB (England & Wales Cricket Board) strategic programmes such as All Stars, Dynamos, County Age Groups and Core Cities. This procedure refers only to the provision of services by Berkshire Cricket.

Clubs and Leagues have their own procedures and matters relating to them are not covered by this procedure. Disciplinary and other matters related to bringing the game into disrepute should be referred to the governing body of the appropriate competition. Employees of Berkshire Cricket have a staff handbook with appropriate complaints and grievance procedures relating to their employment.

If you are unhappy with the service you have received, please know that we are always happy to receive your comments, feedback and suggestions. Please send these to foundation@berkshirecricket.org and we will acknowledge all emails upon receipt and forward to the appropriate staff member.

The difference between a concern and a complaint

A concern may be defined as ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’.

A complaint may be defined as ‘an expression of dissatisfaction however made, about actions taken or a lack of action’

Our commitment to complaints:

- We will acknowledge and respond to all complaints in a timely manner
- Treat ALL complaints seriously and fairly
- Ensure your complaints are treated in confidence
- Resolve complaints promptly whenever possible
- Alert you to any delays in our investigation along with revised timescales
- Continue to improve our service by taking your feedback on board

Safeguarding Complaints

Safeguarding concerns should be reported to the County Safeguarding Manager, Brian Cooper - safeguarding@berkshirecricket.org

Where there is a concern about the County Welfare Officer, please contact ECB Safeguarding Team. The ECB has clear arrangements in place for managing allegations and concerns regarding individuals and the safeguarding and protection of children. These procedures are the Child Safeguarding Complaints and Disciplinary Procedures, and operate in conjunction with Safe Hands – Cricket's Policy for Safeguarding Children.

Email: safeguarding@ecb.co.uk

Complaints Procedure

Should you have a complaint on any aspect of the service that we offer or behaviour or performance of an employee/representative then we ask you to follow the stages detailed below in order to seek a satisfactory resolution of your complaint. Please be aware that due to staff holidays, some timescales may be delayed, and that the definition of working days refers to days when such members of staff are actually at work. In each case, if the complaint is about the individuals named below and cannot be resolved informally, please progress to the next stage.

Stage 1 Complaint

We would advise that you should make an informal complaint to the individual in question who will be aware of our complaints policy and will be aware that every effort shall be looked at in order 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 Complaint

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

By email to the appropriate representative listed below:

- Schools Cricket - Ally Darlow – ally.darlow@berkshirecricket.org
- Club & League Support – Ben Abrahams – ben.abrahams@berkshirecricket.org
- Community Cricket – Munir Umer – munir.umer@berkshirecricket.org
- County Age Group/Representative Cricket – Neal Robinson – neal.robinson@berkshirecricket.org

By post to: Berkshire Cricket, The Cricket Pavilion, Enborne Street, Newbury, RG14 6TW.

In your written complaint we would ask that you include:

- A detailed account with dates and any supporting documentation that you feel would be appropriate.
- A full account of the situation including dates, times, venues, etc

Your written complaint will be acknowledged within 3 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 14 working days of our findings and our

decision, along with a summary explaining the action we have taken, or propose taking to resolve the matter.

Resolving complaints

At each stage in the procedure, Berkshire Cricket wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review Berkshire Cricket policies considering the complaint
- an apology.

Stage 3 Complaint – Appeal

If you're not happy with the outcome of the stage 2 complaint, an appeal can be made within 10 days from the date of the stage 2 decision.

Confirmation of the grounds for the appeal must be for one or more of the following:

i. Information was ignored or not considered

ii. The process was tainted by reasonable bias or conflict of interest; or

(ii) Provisions of the procedure were not adhered to in a material fashion; or

iii. The findings of the were irrational or otherwise exhibited in error of general law.

The appeal should include details of the original complaint, supporting documents, evidence and a summary of the findings presented at stage 2.

The appeal should be submitted in writing by post, or email to:

Mr Mark Roche, CEO, Berkshire Cricket, The Cricket Pavilion, Enborne Street, Newbury, RG14 6TW.

Email – mark.roche@berkshirecricket.org

The appeal will be acknowledged within 3 working days.

The CEO's decision will be final and binding, with the following exception:

Where the individual subject to the complaint is Mr Roche himself and the matter cannot be resolved informally, an appeal should be made to the Chair, Alistair Scott.

By email to: Alistair.Scott@Berkshirecricket.org or;

By post to: Alistair Scott, Berkshire Cricket, The Cricket Pavilion, Enborne Street, Newbury, RG14 6TW.

The appeal will be acknowledged within 3 working days.

The decision of the Chair shall be final and binding.

The CEO/Chair will consider the complaint and all evidence presented, in order to:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part

If the complaint is upheld in whole or in part, the CEO/Chair will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to Berkshire Cricket systems or procedures to prevent similar issues in the future.

The CEO/Chair will provide the complainant with a full explanation of their decision and the reason(s) for it, in writing, within 14 working days.

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