



Hayes (Kent) Cricket Club Limited

Complaints Policy and Procedure

Drafted: April 2026

Review due: April 2028

1. Introduction

Hayes (Kent) Cricket Club Limited (“the Club”) is committed to providing a welcoming, safe and enjoyable environment for all members, players, coaches, volunteers, parents, carers and visitors. The Club takes all complaints seriously and aims to resolve them fairly, promptly and confidentially.

This policy sets out a clear process for raising and resolving complaints at every level – from informal concerns to formal escalation – and has been drafted in line with the England and Wales Cricket Board (ECB) General Conduct Regulations (2025), the ECB Safeguarding Regulations, and the ECB Anti-Discrimination Regulations.

This policy applies to all members, guests, officials, coaches, volunteers, parents and carers of Hayes (Kent) Cricket Club.

2. Scope

This policy covers complaints relating to:

- The conduct of club members, players, coaches, officials or volunteers.
- The administration or management of the Club.
- The quality or delivery of cricket coaching or programmes.
- The behaviour of spectators or guests at club events.
- Discrimination, harassment or bullying (including online conduct).
- Health and safety matters at the club.
- Safeguarding concerns – see Section 8 for the separate procedure that applies.

This policy does not cover:

- On-field disciplinary matters during matches, which are governed by the ECB General Conduct Regulations and the Kent Cricket League disciplinary process.
- Employment disputes involving paid staff, which are subject to separate employment law procedures.

3. Guiding Principles

The Club is committed to the following principles in handling all complaints:

- All complaints will be taken seriously, handled with sensitivity, and investigated impartially.
- Complaints will be dealt with as promptly as possible within the timescales set out in this policy.
- The complainant will be kept informed of progress throughout the process.
- Confidentiality will be maintained as far as reasonably possible, consistent with the need to investigate effectively.
- No complainant will be victimised or treated less favourably for raising a genuine concern.
- Both the complainant and the subject of a complaint have the right to be heard.
- All parties involved will be treated with dignity and respect throughout.

4. Who to Contact

The key contacts for complaints are:

Club Chairman	Responsible for receiving formal complaints and overseeing the complaints process.
Club Secretary	First point of contact for general complaints and administrative matters. Email: info@hayescricket.com
Club Safeguarding Officer	Responsible for safeguarding complaints and concerns relating to the welfare of children or adults at risk. All safeguarding matters must be referred to the Safeguarding Officer in the first instance.
Club Contact Details	Barnet Wood Road, Hayes, Bromley, Kent, BR2 7AA Email: info@hayescricket.com Phone: 020 8462 3430 Website: www.hayescricket.com

5. Stage One – Informal Resolution

The Club encourages complainants to try to resolve concerns informally wherever possible. Many issues can be resolved quickly through a calm and direct conversation with the person involved or with a relevant Club Officer.

To raise an informal complaint:

1. Speak directly to the individual concerned, or to a Club Officer (Captain, Team Manager, Coach or Club Secretary), as soon as reasonably possible after the incident.

2. Explain your concern clearly and give the other party the opportunity to respond.
3. If the matter cannot be resolved informally, or if you do not feel comfortable approaching the individual directly, proceed to Stage Two.

Timescale: Informal complaints should be raised within 21 days of the incident wherever possible. The Club Officer will aim to respond or facilitate resolution within 7 days of the concern being raised.

6. Stage Two – Formal Written Complaint

If a complaint cannot be resolved informally, or if the nature of the complaint makes informal resolution inappropriate, a formal written complaint may be submitted.

6.1 How to Submit a Formal Complaint

Formal complaints must be submitted in writing (by letter or email) to the Club Secretary or Club Chairman within 28 days of the incident or of the informal process failing to resolve the matter.

The written complaint should include:

- Your full name and contact details.
- The name(s) of the individual(s) or the area of Club activity your complaint concerns.
- A clear description of the complaint, including dates, times and locations where relevant.
- Details of any witnesses.
- Any supporting evidence (e.g. emails, messages, photographs).
- What outcome you are seeking.

6.2 Acknowledgement

The Club will acknowledge receipt of a formal complaint in writing within 5 working days.

6.3 Investigation

A Club Officer who is independent of the complaint will be appointed to investigate. The investigation will involve:

4. Reviewing the written complaint and any supporting evidence.
5. Speaking with the complainant to understand their concerns fully.
6. Notifying the subject of the complaint in writing and giving them a fair opportunity to respond.
7. Speaking with any relevant witnesses.
8. Reviewing any relevant Club records or documentation.

The investigating officer will aim to complete the investigation and provide a written outcome to the complainant within 21 days of acknowledging the complaint. Where this is not possible, the complainant will be informed of the reason for any delay and a revised timescale will be provided.

6.4 Outcome

Following the investigation, the Club Officer will write to the complainant setting out:

- A summary of the investigation.
- The conclusion reached and the reasoning behind it.
- Any action the Club intends to take as a result.
- The complainant's right to appeal if they are dissatisfied with the outcome.

7. Stage Three – Appeal

If a complainant is not satisfied with the outcome of the Stage Two investigation, they may appeal to the Club Chairman (or, if the Chairman was involved in the Stage Two investigation, to a senior Club Officer not previously involved in the matter).

An appeal must be submitted in writing within 14 days of receiving the Stage Two outcome, setting out clearly the grounds for the appeal. Grounds for appeal may include:

- New evidence that was not available at the time of the original investigation.
- A belief that the investigation was not conducted fairly or impartially.
- A belief that the outcome was not proportionate or appropriate.

The appeal will be considered by the Club Chairman (or appointed senior officer), who may review the original investigation, seek further information, and/or convene a small panel of at least two Club Officers not previously involved.

A written decision on the appeal will be provided within 21 days of the appeal being received. The decision of the appeal panel is final at club level.

8. Escalation to External Bodies

If a complainant remains dissatisfied following the Club's internal process, or if the matter involves serious misconduct that the Club considers beyond its own scope to investigate, the complaint may be referred to:

Kent Cricket Board	County Safeguarding Officer and disciplinary processes for recreational cricket in Kent. Website: www.kentcricket.co.uk
ECB Cricket Regulator	For matters falling under the ECB General Conduct Regulations or ECB Anti-Discrimination Regulations. Email: integrity@cricketregulator.co.uk Website: www.cricketregulator.co.uk
ECB Safeguarding Team	For safeguarding concerns relating to children or adults at risk (see Section 9). Website: www.ecb.co.uk/safeguarding

9. Safeguarding Complaints – Separate Procedure

Complaints or concerns relating to the safeguarding or welfare of a child (anyone under 18) or an adult at risk must be handled separately from this general complaints procedure and must not be delayed by it.

Any safeguarding concern must be:

9. Reported immediately to the Club Safeguarding Officer.
10. If the concern involves the Club Safeguarding Officer, reported directly to the Club Chairman or to the Kent County Safeguarding Officer.
11. Escalated by the Club Safeguarding Officer to the Kent County Safeguarding Officer and the ECB Safeguarding Team without delay, in accordance with the ECB's "Safe Hands – Cricket's Policy for Safeguarding Children" and the ECB Safeguarding Regulations (2025).

Where there is any immediate risk to a child or adult at risk, the police and/or children's social services should be contacted without delay. The Club's safeguarding obligations take precedence over all other considerations and will not be deferred pending the outcome of any internal complaints process.

The Club Safeguarding Officer is available via isabel@hayescricket.com 07796698892

10. Discrimination and Harassment Complaints

Complaints involving discrimination, harassment or bullying – whether on grounds of age, gender, disability, race, ethnic origin, nationality, sexual orientation, religion or any other protected characteristic – will be treated with the utmost seriousness and handled in accordance with the ECB Anti-Discrimination Regulations (2025) as well as this policy.

Where a complaint relates to potential criminal behaviour (for example, hate crime, assault or harassment), the Club will always advise the complainant of their right to report the matter to the police, and will cooperate fully with any police investigation.

11. Anonymous and Vexatious Complaints

Anonymous complaints will be considered by the Club, but the ability to investigate and take action may be limited where the complainant cannot be identified. The Club will use its judgement as to whether an anonymous complaint warrants investigation, particularly where safeguarding concerns are raised.

The Club reserves the right to take no further action on complaints that are determined to be vexatious, malicious or made in bad faith. Any such determination will itself be subject to the appeal process set out in Section 7.

12. Record Keeping and Confidentiality

All formal complaints, investigations, outcomes and appeals will be recorded and retained securely by the Club Secretary in accordance with the Club's Privacy Notice and the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

Records of complaints will be retained for a minimum of 6 years from the date of resolution, or longer where required by law or by ECB guidance. Records relating to safeguarding matters will be retained in accordance with ECB Safeguarding Regulations.

Access to complaint records will be restricted to those directly involved in the investigation and relevant Club Officers. Information will not be shared more widely than necessary to conduct a fair investigation.

13. Monitoring and Review

This policy will be reviewed every two years, or sooner if there are material changes to ECB guidance, relevant legislation, or the Club's circumstances. The Club Chairman and Club Secretary are jointly responsible for ensuring this policy remains current and is communicated to all members.

Anonymised summaries of complaints received and their outcomes may be reported to the Club Committee annually to enable the Club to identify patterns and improve its practices.

This policy has been drafted in April 2026 and is aligned with the ECB General Conduct Regulations (2025), the ECB Recreational Conduct Regulations (2025), the ECB Anti-Discrimination Regulations (2025), the ECB Safeguarding Regulations, and the UK General Data Protection Regulation (UK GDPR) / Data Protection Act 2018.

Next review due: April 2028. Document owner: Club Secretary, Hayes (Kent) Cricket Club Limited.