



Hertfordshire Cricket Limited

Complaints and Compliments Policy

Updated: November 2022

Hertfordshire Cricket Board (HCL) is committed to providing a high-quality service to all those it works with and for. We intend to provide services through best practice and want to continually improve.

We will listen to complaints and handle them quickly, effectively and in a fair and honest way. We also want to learn from any mistakes we make. In order to do this, we need to know when we get things wrong. We also welcome any compliments or comments.

This policy represents our normal approach to the handling of complaints. However, some of our activities have a specific complaints process which will apply in those cases.

Complaints

- A complaint for this purpose is a written expression of dissatisfaction, whether or not justified. It can be about the standard of service we provide or the behaviour of others.
- We will not normally deal with anonymous complaints, other than in a general way, given the difficulty of carrying out a full investigation. However, we will retain such complaints on file as they may provide an early warning of a failure in the delivery of our services.
- We will treat all complaints seriously and with courtesy and fairness at all times. We will keep anyone making a complaint updated until the complaint is resolved.
- All complaints should be addressed to the HCL Chief Executive Officer at the Hertfordshire Cricket Limited, PO Box 610, Welwyn Garden City, Herts AL7 9QR or via email ian.fletcher@hertscricket.org (or if the complaint involves him, then to the Board's Chairman at the same address or via email (nick.gilbert@hertscricket.org). Decisions will then be taken on the level of investigation required and on who will carry out the investigation. We will try to acknowledge all complaints within four working days.
- All complaints received will be logged and reported to the Board so that we can monitor the types of problem and the best ways of dealing with them. This will also help us to see how we can improve what we do.
- All complaints received will be treated confidentially except to the extent necessary to properly investigate them. Also, all complaints will be handled in accordance with Data Protection laws.
- The Board will investigate complaints in accordance with other relevant policies relating to governance and conduct where appropriate to do so.
- If the complaint is upheld, we will offer an explanation and an apology. We will also take action if it is appropriate to solve the problem properly.
- A complainant who is not happy with the outcome of a complaint should write to the Board's Chairman at the address above. His decision will be final and not subject to a further appeal.

Compliments

- Compliments are always welcome, whether they are about our services or a member of staff or volunteer.

Comments

- Similarly, comments and suggestions are always welcome.

Contacts

Post: Hertfordshire Cricket Limited, PO Box 610, Welwyn Garden City, Herts AL7 9QR

Email: admin@hertscricket.org

Website: www.hertscricket.org