**Wiltshire Cricket Limited Complaints Policy**

**About this procedure**

If you are dissatisfied with a service that Wiltshire Cricket Limited has provided or feel we have treated you unfairly you may wish to make a complaint. This document sets out Wiltshire Cricket Limited’s complaints policy, explains how to make a complaint and tells you what you can expect from us if you do.

**Guiding principles**

1. We are committed to resolving complaints effectively and without undue delay. Wherever possible we will try to resolve complaints informally but if we can’t we provide a clear escalation route that is fair and impartial.
2. If we have got something wrong we will apologise and take prompt action to put the matter right. If we can resolve your complaint by clarifying our position, or explaining our decision making process we will do so.
3. We will be open and honest and ensure that you are not disadvantaged in your future dealings with us as a result of your complaint.
4. We will respect your privacy and ensure that your complaint is treated confidentially.

**Complaints we can’t help with**

Generally speaking we will not be able to consider your complaint:

* If you wish to make it anonymously
* If you wish to disagree with one of our published policies
* If you wish to disagree with a decision that was reached properly and in accordance with our policies and procedures

**General information**

* Complaints can be made in writing or, depending on the nature of your complaint, verbally
* We ask you to set out the reasons for your dissatisfaction clearly, provide copies of any background information you consider relevant and outline any action you think we could take to resolve the matter
* Complaints should be made within 90 days of the incident giving rise to your concern. We may, at our discretion consider complaints raised after 90 days if there has been an understandable reason for the delay
* If you make a complaint we will ask you to provide your name and contact details; we will only use this information for the purposes of handling your complaint and will not disclose it to anyone else
* We may need to contact other parties (without disclosing your identity) in order to properly investigate your complaint. If you do not wish us to do so you must tell us although we reserve the right to refer serious matters to relevant enforcement authorities at any time
* We will acknowledge your complaint within three working days and provide you with contact details for the member of staff looking in to the matter
* We will aim to provide a response as quickly as possible within twenty working days but if we need longer to consider your complaint we will explain why and tell you when you can expect to receive a response

**Complaints about our actions**

If, having read the sections above regarding our complaints policy, you decide to wish to raise a complaint about:

* Customer service or the way we have treated you
* Our failure to properly follow one of our procedures or policies
* Our failure to reach a decision properly

The following information sets out how we will handle your complaint and explains how we will seek to provide you with a satisfactory response.

**Informal complaint**:

We hope that most complaints can be settled quickly and as close to the source of the problem as possible. Therefore, if you are dissatisfied with a service we have provided or any other aspect of our contact with you, you should initially contact the member of staff in question and ask them to help you to resolve the matter.

The member of staff will work with you to understand why you are dissatisfied and, if possible, take action to resolve the matter immediately and informally. If it becomes apparent that informal resolution will not be possible your complaint will be escalated for consideration as a formal complaint straightaway.

We recognise that there may be circumstances under which you might prefer not to contact the member of staff in question. In these cases you should contact the Wiltshire Cricket Limited Managing Director in the first instance.

**Formal complaint:**

If you remain dissatisfied after contacting the member of staff concerned you should write to the Head of Unit responsible for the matter in question. Details of the responsible Head of Unit will be provided by the member of staff who considered your complaint at stage one and can also be obtained from the Wiltshire Cricket Limited Managing Director.

The Head of Unit will look into your complaint personally. He or she will review the facts and consider any information you have provided us with. At the end of your formal complaint we will write to you to tell you the outcome and explain any action we propose to take.

**Appeal:**

If your complaint is still not resolved you can ask our Chairman to look into the matter.

The Chairman will review the facts, consider any information you have provided us with and also review our prior handling of your complaint. The Chairman may ask the Board of Directors to assist in reviewing your complaint.

After considering your appeal the Chairman will write to you to tell you the outcome and explain any action that we propose to take.

**What we expect from you**

We understand that if you have a complaint you are likely to feel strongly about it. We also understand that you may feel angry, frustrated or upset by the circumstances that led to your complaint and that this may cause you to act in a way that is out of character. Nevertheless we expect you to be polite and courteous to our staff and we will not tolerate aggressive or abusive behaviour.

**Unreasonable complaints:**

In most cases complaints can be dealt with quickly and simply. However, in a minority of cases complaints are pursued in unreasonable and inappropriate ways. We have no choice but to take action to protect our staff where this is the case.

Unreasonable complaints are complaints that, because of the nature of the contact or frequency with which the complaint is pursued, hinder our ability to properly consider the matters at hand or place unwarranted demands on staff time. Unreasonable complaints may be justified grievances pursued in inappropriate ways, or they may be complaints which appear to have no substance, or which have already been fully investigated or responded to.

The below bullet points set out some examples of the actions and behaviours that may lead Wiltshire Cricket Limited to deem a complaint unreasonable.

If we deem a complaint unreasonable we will take action that is proportionate to the nature and frequency of the complainant’s contact with Wiltshire Cricket Limited. Below are some examples. The decision to apply measures to manage unreasonable complaints will be taken by the Wiltshire Cricket Limited Board of Directors. The complainant will be informed of the measures in writing.

**Examples of unreasonable complaints and actions:**

Here are some examples of the actions and behaviours that may lead Wiltshire Cricket Limited to deem a complaint unreasonable:

* Refusing to specify the grounds of a complaint, despite offers of assistance from staff
* Refusing to co-operate with the complaints procedure while still wishing the complaint to be resolved
* Refusing to accept that some issues are not within the remit of our complaints procedure despite having been provided with the information
* Changing the basis of the complaint while the procedure is in process
* Introducing trivial or irrelevant new information or raising large numbers of detailed but unimportant questions and insisting they are all fully answered
* Adopting a 'scattergun approach’: repeatedly contacting different members of staff with different information and/or questions, or pursuing a complaint simultaneously with a number of different public bodies
* Submitting a repeat complaint once the matter has been concluded or refusing to accept a decision and repeatedly arguing a point or complaining about the decision

If we deem a complaint unreasonable we will take action that is proportionate to the nature and frequency of the complainant’s contact with Wiltshire Cricket Limited which may include:

* Refusing to consider further, additional complaints about a matter currently under consideration
* Placing limits on telephone conversations or personal contact – for example by limiting telephone contact to one named member of staff
* By limiting the methods of contact available to the complainant – for example by limiting contact to written means only
* By refusing to consider matters that have already been comprehensively dealt with