



## Saffron Walden Cricket Club (the “Club”): Complaints and Disciplinary Procedures



### **Complaints procedure**

If at any time you have any concerns or complaints about the Club or those who work for it you should not hesitate to make contact with an officer of the Club. Please do not criticise the Club without having raised your concerns in the appropriate way. It is in everyone’s interests to ensure concerns are dealt with before they escalate. If it is appropriate we encourage the players themselves to raise such concerns with their captain or squad manager.

Any person involved with the Club should recognise that the Club welcomes constructive criticism. Should there be a need to make a complaint it should be raised informally with the team captain or team manager in the first instance. Every effort should be made to resolve the complaint at this level. If it is still necessary to pursue the complaint it should be put in writing to the Club Chairman or the Academy Director as appropriate. If the complainant is still dissatisfied then they have recourse to the Cricket Development Officer of the Essex County Cricket Board. If the complaint relates to Child Protection issues the matter should be raised immediately with the club’s Welfare Officer or the Essex County Cricket Board’s Welfare Officer.

### **Disciplinary procedure**

Breaches of the Club’s Code of Conduct will be dealt with by the team manager or coach. An oral warning may be given. The manager is also empowered to suspend a player for up to three matches/training sessions. Further breaches will then be referred to the Club’s disciplinary committee which will consist of three members drawn from the Club’s Executive Committee or the Academy Committee. The disciplinary committee may give a written warning, suspend or expel a player. The individual concerned has the right to appear before the disciplinary committee, accompanied by a friend. An appeal against such a decision will be heard by the Club’s Executive Committee without members of the disciplinary committee being in attendance. Players are also subject to the rules of the league competitions in which they play and related sanctions.