

## Stoke Newington Cricket Club – Complaints Procedure



If a member, coach, volunteer or parent has a concern or issue relating to:

- any of SNCC's members, coaches, volunteers or parents,
- the selection policy of the club, or
- the administration of the club,

it is in everyone's best interests that a mechanism is in place to enable these issues to be addressed fairly, without prejudice and in a timely manner. SNCC has adopted the following policy for such matters.

### Informal resolution

Informal procedures are the most common avenue for managing individual grievances and disputes between people. This does not include use of the Club's social media channels to air or discuss individual grievances or disputes. If informal discussions do not provide a reasonable and/or satisfactory outcome, or if the matter is very serious in nature (including but not limited to any allegation of discrimination or harassment on any grounds or issues of welfare) a formal procedure will be followed. This will involve a more detailed and thorough investigation.

Both informal and formal procedures will be fair and non-discriminatory. SNCC aims to deal with grievances promptly, but please remember that the club is run by volunteers so it may not always be possible to respond as quickly as some might expect.

### Formal resolution – disciplinary matters

Any complaints regarding the behaviour of SNCC members, coaches, volunteers or parents should be lodged in writing with the Club Secretary. Any complaint should include: details of what occurred; when and where the occurrence took place; who was involved; any witness details; and copies of any witness statements.

Some matters can be responded to in writing without the need for a hearing to be convened. In these circumstances, the Secretary and at least one other SNCC Committee member will consider the complaint and the complainant will receive a written response where possible within one month of their complaint/grievance being received.

If the matter is more serious and requires more detailed information, consideration or investigation, the SNCC Committee will appoint a sub-committee to consider the matter. The sub-committee should consist of at least two members. The sub-committee will hold a hearing to consider the matter to which the complainant and the named parties will be invited to attend. The club will aim for the hearing to be held within 14 days of the complaint being received. The sub-committee has the power to apply appropriate sanctions against any member of the SNCC for behaviour that is not conducive to the spirit of cricket or against the principles of the club set out in the Code of Conduct.

Any SNCC member or volunteer requested to attend a sub-committee shall be entitled to be accompanied by a friend or other representative and to call witnesses in support of their case.

Sanctions that can be imposed as a result of this complaints procedure, depending on the seriousness of the incident, include

- Being required to apologise to team-mates, the other team, umpire, team manager or other persons within a specified period
- Receiving a verbal or written warning from the coach
- Receiving a verbal or written warning from the SNCC Committee
- Receiving a fine
- Being immediately dropped or substituted for one or more matches
- Being suspended from training for a defined period
- Not be selected for the team for a defined period
- Being required to serve a suspension for a defined period
- Being suspended from all club events including social events for a defined period
- Next year's and future memberships not being renewed
- Membership being terminated

The club may choose to impose more than one of the above penalties and may also suspend part or all of the penalties imposed.

The outline of the outcome of the hearing shall be put in writing to the complainant and the SNCC member or volunteer against whom the complaint was made, within 14 days of the hearing.

If an individual is dissatisfied with the outcome (either the decision, the findings or the sanction imposed), he/she has the right to appeal. An appeal should be lodged in writing to the Secretary within 14 days of receipt of the notification of the outcome.

Decisions of the Disciplinary Panel (a finding that a Complaint is proved or not proved or a decision on penalty) shall be by majority vote, where necessary the Disciplinary Panel Chairman shall have a casting vote.

The SNCC Committee shall appoint an appeals committee (a maximum of three persons) which shall not include members involved with the initial disciplinary hearing but may include non-members of the club.

The appeals committee shall consider the appeal within 14 days of the Secretary receiving the appeal. The individual submitting the appeal shall be entitled to be accompanied by a friend or other representative and to call witnesses. The decision of the appeals committee shall be final and binding on all parties.

A member of either committee can, and is expected to, exclude themselves if the complaint concerns an event they have an involvement or personal interest in, or a family or other particular link with any one of the people involved. In a situation of doubt the other members of the sub-Committee or appeals committee can rule.

The timescales set out in this procedure may be amended by mutual agreement.

#### Formal resolution – non-disciplinary matters

Where a complaint is regarding the selection of a player or team or the administration of SNCC, the procedure followed will mirror that set out above for non-disciplinary matters, save that the outcome will be a recommendation to the SNCC Committee or relevant coach, rather than a disciplinary sanction.