

Jersey Cricket Board Complaints Policy

Complaint handling by the Jersey Cricket Board (JCB) is fair, efficient and accessible. The JCB has a respectful and productive workplace culture where consumers, members of the community, volunteers and staff can raise their concerns directly.

Wherever possible, staff should attempt to directly resolve an issue or complaint by providing feedback or relevant information. Staff should also attempt to resolve issues and concerns with other staff, face to face.

If a complaint cannot be resolved directly or face to face, it should be referred to the line manager or Cricket Development Manager. If the complaint is about the line manager or Cricket Development Manager, it should be referred to the Chief Executive Officer.

Any formal complaint by a staff member about another staff member should be made in writing.

All staff involved in a complaint must keep information confidential and only discuss the issues raised by the complaint on a 'need to know' basis. Staff who raise a complaint must not be subjected to reprisal action.

The line manager or Cricket Development Manager will gather information, assess the issues raised by the complaint and consider reasonable outcomes.

Some complaints are not dealt with by the JCB.

Where there is a risk of significant harm to children, the matter must be referred to the Child Protection Helpline/M.A.S.H.

Allegations of criminal conduct must be referred to States of Jersey Police.

If a complaint is made anonymously, the person who receives the complaint should, wherever possible, consider the issues raised and respond appropriately.

Complaints should be finalised within 20 working days and all parties will be kept informed of the progress of the complaint, the reasons for any decisions and the outcomes that will be implemented.

This policy applies to all JCB staff including permanent and part time staff.

Responsibilities and delegations

Chief Executive Officer:

- support a culture that values complaints and their effective resolution
- foster workplaces that are respectful and productive
- review systematic issues arising from complaints
- review complaints that could not be resolved
- when requested, handle certain individual complaints in accordance with this policy and procedures
- support staff to handle complaints promptly and responsively.

Cricket Development Manager:

- manage individual complaints in accordance with this policy and procedures, when appropriate
- review complaint outcomes and management
- escalate high risk and systematic issues arising from complaints
- identify and support complaint managers to manage complaints in accordance with this policy and procedures
- encourage staff to resolve concerns directly wherever possible
- support all staff involved in the complaints process.

All staff:

- treat all people with respect including people who make a complaint and any person who is the subject of a complaint
- read and comply with this complaints policy and procedures
- identify when complaints are being made and assist people to make complaints if they wish to do so
- respond to individual complaints, when requested
- escalate certain complaints and reviews of complaint handling to more senior staff, if necessary.