



## Complaints Policy

While we hope that everyone has a positive experience being at Carlton Cricket Club, if for any reason you wish to make a complaint against the club, this is the Complaints Policy. Please remember that as Carlton Cricket Club is run by volunteers, it may not always be possible to respond as quickly as others might expect but that we are committed to responding to genuine concerns as fairly as possible.

### **How do I make a complaint?**

Please contact the complaints coordinator at:

Email: [complaintsofficer@carltoncc.co.uk](mailto:complaintsofficer@carltoncc.co.uk)

### **Who will deal with my complaint?**

In the first instance, your complaint will be handled by our Complaints Officer.

If you are not satisfied with their response, you may ask to be referred to our Club Secretary.

If you are still unhappy, Cricket Scotland may be able to help.

### **How will my complaint be handled?**

We will try to resolve your complaint as quickly as we can, preferably within two weeks. At the latest, we will acknowledge it within five working days.

Our aim is to put things right with our first response. Sometimes, though, a longer investigation is needed. In these cases, we try to complete our review within four weeks. If that is not possible, we will explain why – and let you know when you can expect to hear from us again.

We hope you will be satisfied with our response. If we do not hear from you within four weeks, we will treat your complaint as settled. Should you tell us later that you are still unhappy, we will review it again.