

## NCF COMPLAINTS AND COMPLIMENTS POLICY

### Introduction

1. The Norfolk Cricket Foundation (NCF) is committed to providing a high quality service to all those it works with and for. We intend to provide services through best practice and want to continually improve.
2. We will listen to complaints and handle them quickly, effectively and in a fair and honest way. We also want to learn from any mistakes we make. In order to do this we need to know when we get things wrong. We also welcome any compliments or comments.
3. This policy represents our normal approach to the handling of complaints. However, some of our activities have a specific complaints process which will apply in those cases.

### Complaints

4. A complaint for this purpose is a written expression of dissatisfaction, whether or not justified. It can be about the standard of service we provide or the behaviour of others.
5. We will not normally deal with anonymous complaints, other than in a general way, given the difficulty of carrying out a full investigation. However, we will retain such complaints on file as they may provide an early warning of a failure in the delivery of our services.
6. We will treat all complaints seriously and with courtesy and fairness at all times. We will keep anyone making a complaint updated until the complaint is resolved.
7. All complaints should be addressed to the Foundation's Cricket Development Director at the Norfolk Cricket Foundation, c/o Horsford Cricket Club, Manor Park, Holt Road, Horsford, Norwich NR10 3AQ (or if the complaint involves the Director, then to the Foundation's Chair at the same address). Decisions will then be taken on the level of investigation required and on who will carry out the investigation. We will try to acknowledge all complaints within four working days.
8. All complaints received will be logged and reported to the Foundation so that we can monitor the types of problem and the best ways of dealing with them. This will also help us to see how we can improve what we do.
9. All complaints received will be treated confidentially except to the extent necessary to properly investigate them. Also, all complaints will be handled in accordance with Data Protection laws.
10. The Foundation will investigate complaints in accordance with other relevant policies relating to governance and conduct where appropriate to do so.
11. If the complaint is upheld we will offer an explanation and an apology. We will also take action if it is appropriate to solve the problem properly.

12. A complainant who is not happy with the outcome of a complaint should write to the Foundation's Chair at the address in paragraph 7. The Chair's decision will be final and not subject to a further appeal.

#### Compliments

13. Compliments are always welcome, whether they are about our services or a member of staff or volunteer.

#### Comments

14. Similarly, comments and suggestions are always welcome.

#### Contacts

Post Norfolk Cricket Foundation, c/o Horsford Cricket Club, Manor Park, Holt Road,  
Horsford, Norwich NR10 3AQ

Telephone 01603-486250

Website [www.norfolkcricket.co.uk](http://www.norfolkcricket.co.uk)

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