16. Complaints and Concerns

Raising a concern

Players, parents, staff and other stakeholders can raise concerns by contacting hello@chrismanncricketcoaching.co.uk or 07926860315. A complaint may concern coaching quality, conduct, administration, discrimination, safety or a decision made by the business.

How complaints are handled

Acknowledge the complaint within a reasonable period, clarify the issue, review relevant records and speak to those involved where appropriate. Respond respectfully, explain the decision and identify any action to be taken. Keep a record of the complaint, investigation and outcome.

Safeguarding exceptions

A safeguarding concern, allegation of abuse or immediate danger must be handled under the safeguarding procedure and referred externally where required; it must not be delayed by an internal complaint process.

Whistleblowing

Staff may raise genuine concerns about unsafe practice, misconduct, wrongdoing or cover-ups without retaliation. If the concern involves the owner or the normal contact route, the person should approach the relevant governing body, safeguarding authority, regulator or police as appropriate. Do not promise absolute confidentiality where information must be shared to protect someone.