



REPORTING DISCRIMINATION

Equality, Diversity & Inclusion, Anti-Discrimination and Safeguarding Complaints Process

Complaint received from Cricket Regulator, Nick May, County Safeguarding Officer (CSO) or direct from complainant

Details of all complaints directed to Sam Holder, People Director
Sam.holder@sussexcricket.co.uk
(Nominated Single Point of Contact for all complaints)

If complaint involves safeguarding issue(s), CSO to lead an investigation of the complaint liaising with the relevant stakeholders

If complaint does not involve any safeguarding issues, the complaint will be managed by the People Director who will allocate to a suitable manager for investigation

Once investigation concluded, the CSO:

- Ensures all safeguarding mitigations in place
- Liaises with the complainant and explains the outcome of the investigation
- Updates the Cricket Regulator, if the complaint involves any form of potential discrimination.
- Updates both Safeguarding and complaints log
- Ensures all follow up actions are completed and that Sussex Cricket takes appropriate learning from the incident

People Director records details of complaint, Cricket Regulator complaint number (if appropriate) and actions being taken on complaints log

Once investigation concluded, the People Director:

- Liaises with the complainant and explains the outcome of the investigation
- Updates the Cricket Regulator, if the complaint involves any form of potential discrimination.
- Updates complaints log
- Ensures all follow up actions are completed and that Sussex Cricket takes appropriate learning from the incident