CCUSA Complaints Procedure

Is this complaint about a Child Welfare issue?

No ↓ Yes → *Complaints regarding Child Welfare are not dealt with by the CCUSA and must be reported directly to the County Welfare Officer with a copy to the CCUSA Secretary if it is regarding an appointed CCUSA Official*

Is this complaint about a match day decision given by an Official?

No ↓ Yes→ *The Umpires decision is final. CCUSA does not enter into correspondence about individual decisions given during a match*

Is this complaint about the interpretation of the Laws or regulations?

No ↓ Yes→ *Your complaint should be sent by email to the CCUSA Secretary with a copy to the CCUSA Performance Officer and will be the subject of internal investigation. You will be advised by email when the matter has been considered and a conclusion reached*

Is this complaint about the conduct of a match day official?

No ↓ Yes→ *Your complaint must be sent by email or post to the CCUSA Secretary with a copy to the CCUSA Performance Officer and will be acknowledged within 1 week of receipt. The incident will be investigated internally which may result in the CCUSA Executive Committee convening a hearing. The nature, timing and location of the hearing will be at the entire discretion of the Executive Committee. You will be advised by email or post of the outcome.*

The CCUSA Complaints Procedure does not cover these circumstances. You are invited to email the CCUSA about any other matter

Please give a concise and accurate description of the incident which must include all of the following

- Your name and contact details
- The location, date and time of the incident
- The name(s) of the CCUSA Official(s) involved
- Your involvement with the incident(s) e.g.player, official, parent, spectator etc
- A factual report of what happened
- The name(s) and contact details of any witness(es) that can corroborate your complaint

Contacts	Name	Email	Phone
County Welfare Officer	Julie Lemon	julie.lemon1@ntlworld.com	01954 201502
CCUSA Secretary	Ben Whyall	ben@whyall-systems.co.uk	07734 253709
CCUSA Performance Officer	Steve Kent Phillips	stevekentphillips@yahoo.com	01638 743883