



The flowchart above helps explain England Squash's internal procedure for dealing with disciplinary issues, complaints and safeguarding allegations. If you are currently being processed in the system this flowchart will help explain our processes and timescales.

### **What happens if I don't agree with the decision?**

Any decision by the England Squash Disciplinary Panel will be undertaken by looking at cases on an individual basis. Decisions are made by the disciplinary panel (made up of three members from the disciplinary register).

Appeals against the decision can be made if the process has not been administered properly, or new evidence is found. Appeals must be made in writing via hard copy to Complaints, England Squash, National Squash Centre, Manchester, M11 3FF or via email to [complaints@englandsquash.com](mailto:complaints@englandsquash.com).

Within the appeal letter you must clearly outline why you believe the process has not been followed and provide evidence where appropriate.

Appeals will be assessed by the Appeals Panel, made up of members from the England Squash Disciplinary Register. You will receive a response upon receipt of your written appeal and a final decision will be made within ten working days.

The appeal process may involve an interview at the National Squash Centre at the Appeals Panel Chairpersons discretion. After a final decision has been communicated, no further appeals can be made.