



PATHWAY COMMUNICATIONS PROTOCOL

YORKSHIRE CRICKET

Document Owner: Head of Pathway

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1. PRELIMINARY

1.1 Purpose

The purpose of the Pathway Communications Protocol (the **Protocol**) is to ensure clear, consistent and respectful communication within the Yorkshire CCC Pathway. It aims to:

- Support player development and welfare;
- Maintain professional and positive interactions between players, coaches, families and staff; and
- Protect the integrity and values of the Club.

1.2 Objectives

The objectives of this Protocol are to:

- Clarify the correct ways for staff, coaches, families and players to communicate;
- Ensure communication between players, coaches, families and staff is clear, consistent and aligned with Club values;
- Promote positive, respectful interactions, including those online;
- Provide safe channels for reporting injuries, safeguarding concerns, discrimination or complaints;
- Ensure concerns, questions or complaints are addressed promptly, appropriately and at the right level; and
- Protect the culture, professionalism, and reputation of the Pathway and Yorkshire CCC.

1.3 Scope

This Protocol forms part of our Codes of Conduct and applies to all players, coaches, contractors, families and staff engaged with the Pathway. It covers all types of communication relating to the Pathway - including match days, training, Pathway-related events and online activities.

2. KEY PRINCIPLES

- All communication should reflect the human rights values: respect, fairness, dignity, equity and safety, and in accordance with the relevant Code of Conduct;
- Confidentiality must be maintained when dealing with sensitive information;
- Dedicated reporting channels exist for raising safeguarding concerns, discrimination and complaints;
- **Teamworks** must be used as the primary platform for all other forms of communication between players, families and coaches – unless otherwise specified in this Protocol; and
- Families should respect coach decision making and professional judgement, including accepting selection, playing time, positional and tactical decisions.

3. COMMUNICATION PROTOCOL

3.1 Players & Coaches

Effective player-coach communication is key to player development. When seeking feedback or discussing development, players should:

- ✓ Approach their coach at appropriate times, such as before or after training, matches, or via **Teamworks** outside scheduled contact; and
- ✓ Raise emergencies immediately during training or matches, without hesitation; and

- ✓ Request a one-to-one meeting with the coach regarding their child's development via **Teamworks**.

Formal communication with players will be conducted through **Teamworks** and/or email. Informal discussions may also take place during training sessions and match play.

The frequency and format of communication will vary depending on the player's age and stage within the Pathway, and may include formal appraisals, online meetings and/or in-person development feedback.

The type and level of information shared by coaches will differ between players and may include information regarding:

- ✓ Player welfare and wellbeing;
- ✓ Injury and recovery;
- ✓ Player development;
- ✓ Operational matters (e.g. scheduling); and
- ✓ Selection.

Structured feedback opportunities are provided within the Academy Programme, Emerging Player Programme (EPP) and County Age Group (CAG). Players may request feedback via **Teamworks** and can expect coaches to respond within five working days.

3.2 Families to Pathway Staff

3.2.1 - Urgent Welfare or Safeguarding Concerns

Families should raise any immediate welfare or safeguarding concerns directly with the coach before training or matches.

Safeguarding concerns should also be reported to the Club's Safeguarding Team via email on safeguarding@yorkshireccc.com.

If a child is in immediate danger, call 999 without delay.

3.2.2 - Non-urgent Matters

For other, non-urgent matters, please use **Teamworks**; coaches will respond within five working days.

Families are also welcome to book an appointment with the Head of Pathway and/or the General Manager of Cricket as part of our Quarterly Family Forums. Information on how to book an appointment is available on **Teamworks**.

3.2.3 - Complaints and Reporting Concerns

To make a disclosure or report of suspected unethical or illegal behaviour, including discrimination, please complete this [online form](#). Reports can be made anonymously, noting that anonymous reports are harder to manage as they limit the Club's ability to gather further information, investigate fully and provide feedback.

This form should not be used to question selection decisions, team allocation or game strategy; these decisions are the responsibility of our professional coaching team and complaints of this nature will not be progressed.

3.2.4 - Development Feedback

Structured development feedback is only provided to players within the Academy programme, Emerging Player Programme (EPP) and County Age Group (CAG) programme. Informal player feedback following fixtures and training will be made available to all player, verbally or through **Teamworks** to support development and progress reviews.

Due to the size and volume of the programme, individual feedback on selection following an observation will not be provided at Regional or Early Engagement Programme (EEP) level.

3.2.5 - Reporting to the Cricket Regulator

Incidents of discrimination and safeguarding concerns can also be reported directly to the Cricket Regulator, who will either investigate themselves or direct it to the most appropriate organisation.

Share a concern directly with the Cricket Regulator [here](#).

4. PROTOCOL BREACHES

Any breach of this Protocol will be treated as a breach of the relevant Code of Conduct and will be managed in line with the procedures set out in that Code.

Policy Title	Pathway Communications Protocol
Prepared by	Head of Pathway
Approved by	General Manager of Cricket
Date approved	30/10/2025
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Version	1
Revised on	Click or tap to enter a date.
Amendments	Click or tap here to enter text.
Related policies / documents	Coach Expectations Family Code of Conduct Player Code of Conduct Safeguarding Policy Safeguarding Report Management Procedure Pathway Selection Policy Pathway Social Media Guidelines