



Croquet Online Procedures

Purpose

These procedures relate to implementation of Croquet England's Online Policy for use of its technology, media channels and systems. They apply to users of all Croquet England's systems, media channels and technology wherever their geographic location.

Monitoring

Croquet England may, from time to time, monitor its systems, media channels and technology to ensure Users are compliant with this policy and it will act if necessary.

Croquet England may at any time, without notice, remove content or withdraw a User's access to its technological hardware and systems; although the User will have the right to appeal.

Misuse of Croquet England's technology, media channels or systems could lead to legal action against a User or Croquet England.

Online Complaints Procedure

Users, Subscribers and officials of Croquet England are to report breaches, or perceived breaches, of this policy as a direct message to the platform administrator or by e-mail to online-complaints@croquet.org.uk

A Subscriber may make a formal complaint by email or in writing to the Complaints Administrator, which will be dealt with in accordance with Croquet England's Complaints Procedure.

A report of a breach of this policy involving a Subscriber may be escalated to a formal complaint by either party at any time.

If a Subscriber makes a complaint that is malicious or deliberately intended to harm others then this will result in the Subscriber being subject to a conduct complaint under the [Croquet England Complaints Procedure](#).

Remediation Process

A report of a breach of this policy will be reviewed by the platform administrator, the Marketing Director or the Chair of the Marketing Committee who will act quickly to remove the subject material from public view having first taken a screen grab of the material to aid further investigation.

An investigation by one or more Senior Croquet England Officials acting together may result in the user being:

1. exonerated, in which case the material may be re-displayed.
2. requested to modify the material before re-posting.
3. banned from Croquet England online platforms either for a specific period of time or permanently.

If the user is a Subscriber, a conduct complaint may be initiated which will be dealt with in accordance with Croquet England's Complaints Procedure

Appeals against withdrawal of a User's access to Croquet England's online platforms, technological hardware and systems shall be made to the Marketing Director.

In the event the complainant or any other party directly involved with the reported breach, or alleged breach, is dissatisfied with the outcome they may write formally to the Complaints Administrator, and it will be dealt with in accordance with Croquet England's Complaints Procedure

Content or actions that appear to be criminal or otherwise illegal will be reported to the appropriate law enforcement authority.

References

Croquet Online Policy
Guidance for online communication and content
Guidance for Photography, Video and Live Streaming
Data Protection (GDPR) advice for clubs
Codes of Conduct
Complaints Procedure

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