

## The LV= ECB Women's County Championship Competition Rules

### 1 Title of Competition

- 1.1 The title of the competition will be the LV= ECB Women's County Championship (LV= ECB WCC)

### 2 Management of Competition

- 2.1 The management of the LV= ECB WCC will be run through the ECB Competitions Department and day to day management will be through Lisa Drummond (referred to as the Competition Manager)
- 2.2 All competition queries should be referred through **Lisa Drummond**  
lisa.drummond@ecb.co.uk  
Office tel: 0207 4321 273

### 3 Conditions of Entry

- 3.1 All Counties will be eligible to enter the LV= ECB WCC
- 3.2 For the 2011 season entry into LV= ECB WCC the following conditions must be met to secure entry into LV= ECB WCC:
- 3.2.1 For all home games qualified umpires must be provided (your local ECBACO can support you in this)
- 3.2.2 Each squad must have a named coach and named manager who are CRB cleared and who attend all games (where not available a suitable replacement must be found for games)
- 3.2.3 Facilities will be assessed using the Premier League Umpires Pitch Assessment form – which must be completed after each match. It is the responsibility of the away team to ensure umpires complete and return it to ECB
- 3.3 If Counties do not meet the LV= ECB WCC Conditions of Entry, ECB will retain the right to remove Counties from

the LV= ECB WCC with immediate effect. All Counties will have the opportunity to provide evidence in support of their actions within 7 days of being notified of a potential breach.

#### **4 Women's Senior County Eligibility Criteria**

- 4.1 A player is eligible to play for a County at senior level if she meets any of the following criteria (all players in this competition must meet this eligibility):
  - 4.1.1 She was born within that County
  - 4.1.2 She currently resides in that County and has been resident there for 6 months prior to 1 May, 2011
  - 4.1.3 She plays for a Club that is located within that County and has played for that Club since the start of the 2010 season
- 4.2 Where a player only has eligibility to play for a County that does not provide competitive senior County cricket, she is entitled to represent any County without meeting any of the above eligibility criteria. Such cases need to be authorised by the Head of Women's Cricket before that player represents a chosen County side (email to [clare.connor@ecb.co.uk](mailto:clare.connor@ecb.co.uk))
- 4.3 Where a player meets the eligibility of several Counties she is entitled to choose which County she would like to represent during the 2011 season. Such cases need to be authorised by the Head of Women's Cricket before that player represents a chosen County side (email to [clare.connor@ecb.co.uk](mailto:clare.connor@ecb.co.uk))
- 4.4 One overseas player, defined as a player not qualified for England under the ECB Regulations governing the qualification of Women Cricketers for England, may play for a County per season regardless of any qualification criteria. Overseas players must be registered with a women's Club and must play Club cricket during the season
- 4.5 She has been loaned to a County and all parties including ECB are satisfied that the criteria of the

2011 Player Loan System has been met (see separate Player Loan System paper available from Clare.Connor@ecb.co.uk)

- 4.6 Based on ECB Guidelines for Junior Players in Open Age Cricket, revised October 2010, no under 12 age group players or younger may take part in the LV= ECB WCC, unless they are deemed by ECB performance managers to be of a standard to compete in any U15 girls' county age group competition. This is providing they are at least 11 years old, and in school Year 7 on 1st September in the year preceding the season and have written parental consent to play.

#### 4.7 ADDITIONAL NOTES

- 4.7.1 Other than when involved in the Player Loan System, a player may only represent one County at senior level in any given season for all Competitions (LV= ECB WCC and ECB WT20 Cup)
- 4.7.2 Please see the Qualification Criteria for Junior Cricketers (Boys & Girls) for the U17, U15 and U13 Girls' County Age Group Competitions (ECB GCAG)
- 4.7.3 A player may feasibly represent different Counties at ECB GCAG level and senior level in any given season. Such a scenario would be where a County offers GCAG cricket but not senior County cricket
- 4.7.4 Where a player has played for a County in previous seasons they retain the right to represent that County until they are eligible to play for another County

### 5 Administration of Competition

#### 5.1 Entering Players and Squads

- 5.1.1 Counties will be required to enter and register all players on their own play-cricket site before 1 May, 2011
- 5.1.2 Counties should also apply for player registration to the LV= ECB WCC through their own County's play-cricket site (the Competition Manager can advise further on how to do this)

## 5.2 Amending Fixtures

- 5.2.1 Fixture dates will be provided by the Competition Manager and for the sake of clarity these shall be set as the "original" fixture date
- 5.2.2 All fixtures should be managed on line through each County's play-cricket site
- 5.2.3 Counties will be required to enter full fixture details prior to 1 March, 2010 – these details should include:
  - Date of fixture
  - Venue of fixture
  - Time of fixture
- 5.2.4 If changes are made to fixtures during the season, the home side will be expected to amend fixture details and email the Competition Manager of the fixture change immediately

## 5.3 Rearrangement of matches

- 5.3.1 Only cancelled matches (not abandoned matches) can be rearranged in the LV= ECB WCC for 2011. If a match started but did not fulfil the minimum number of overs to constitute a result, it will be recorded as an abandoned match and bonus points gained shall be awarded
- 5.3.2 If a match needs to be rearranged due to unfit conditions or other extenuating circumstances, Counties will be able to rearrange matches
- 5.3.3 Cancelled matches can be rearranged on any date **excluding Club-allocated Sundays in the 2011 Domestic Programme**
- 5.3.4 All rearranged matches need to be authorised by Clare Connor and Lisa Drummond by email (clare.connor@ecb.co.uk and Lisa.Drummond@ecb.co.uk) no later than 5 days prior to the rearranged match date
- 5.3.5 Division 1-4 matches must be completed by 19th September 2011
- 5.3.6 Division 5 North and Division 5 East regional matches must be completed by Saturday 20th August 2011

5.3.7 Division 5 South and West regional matches must be completed by Monday 29th August 2011

5.3.8 If both Counties cannot agree a date for a rearranged fixture and where there is no fault on the part of either County the "original" fixture date will stand. Where there is disagreement, this should be referred to the Competition Manager

## 6 Playing Conditions

### 6.1 Laws of Cricket

6.1.1 Except as varied hereunder, the Laws of Cricket (2000 Code 4th Edition – 2010) shall apply.

### 6.2 Umpires

6.2.1 Home Counties shall be responsible for allocating 2 appropriate umpires for their matches. This should be in conjunction with either the County or Regional ECBACO

6.2.2 Before the toss the umpires shall:

6.2.2.1 Ascertain the hours of play and agree with the captains:

6.2.2.2 Agree the balls to be used during the match. See Law 5 (The ball).

6.2.2.3 Clarify times and durations of intervals for meals

6.2.2.4 Communicate any special conditions of play affecting match.

6.2.2.5 Inform the scorers of the above.

### 6.3 Scorers

6.3.1 It is the responsibility of each team to provide a nominated scorers for all matches during the LV= ECB WCC

6.3.2 Coach, Manager and squad members will not be permitted to be the nominated scorer

6.3.3 Ideally scorers shall be qualified through the ECBACO

#### 6.4 Duration

- 6.4.1 Each team shall bat for 50 overs unless all out earlier
- 6.4.2 Unless both teams agree otherwise, the match start time will be 11:00
- 6.4.3 Each innings shall last for no longer than 3 hours 10 minutes
- 6.4.4 Innings will be separated by a 45 minute interval, unless interruptions have occurred where the umpires can waive / amend this interval time
- 6.4.5 If the team batting first is dismissed in fewer than 50 overs, the team batting second shall be entitled to bat for their full allocation of 50 overs

#### 6.5 Slowness of Play

- 6.5.1 If the team fielding first fails to bowl the required number of overs by the scheduled time, play shall continue until the required number of overs has been bowled. The interval shall be reduced to enable the second innings to commence at the scheduled time, subject to there being a minimum interval of 20 minutes. The team batting second shall only receive the number of overs it completed in the scheduled time. For example the team fielding first bowls 48 overs in the scheduled time. Play shall continue until the required number of overs has been bowled. The team batting second shall only receive 48 overs in which to chase the required total score.
- 6.5.2 If the team fielding second fails to bowl 50 overs by the scheduled time, the hours of play shall be extended until the required numbers of overs have been bowled or a result is achieved
- 6.5.3 If the umpires declare the slowness of play was through no fault of the fielding side the umpires can waive some / all of the penalty above

## 6.6 Drinks / Stoppages in Innings

- 6.6.1 Each innings will be allowed 1 drinks interval of 5 minutes (unless exceptional conditions where 2 drinks intervals will be allowed)
- 6.6.2 These intervals cannot take place if:
  - 6.6.2.1 less than 60 minutes has passed since previous interval
  - 6.6.2.2 less than 10 overs remaining in the innings

## 6.7 Teams

- 6.7.1 Each captain shall nominate 11 players in writing at the toss, plus any number of substitute fielders.
- 6.7.2 No player (of the named playing 11) may be changed after the toss without the consent of the opposing captain
- 6.7.3 Coaches and non-players are not permitted to coach whilst the match in progress
- 6.7.4 Coaches and non-players (other than a physio) are not permitted to enter the field of play at any time once play has commenced

## 6.8 Pitch and Facility Requirements

- 6.8.1 A full, 22 yard wicket shall be used
- 6.8.2 The boundary shall be a minimum of 55 yards (50.29 metres) and a maximum of 70 yards (64 metres). Distances shall be measured from the centre of the pitch

## 6.9 Equipment

- 6.9.1 Cricket Balls
  - 6.9.1.1 A 5oz hardball will be used
  - 6.9.1.2 The Competition Manager will provide all match balls to each County for the number of matches played

6.9.1.3 Each County must provide a match ball and a spare (the latter not provided by the ECB) for their fielding innings

6.9.1.4 In the event of the ball becoming wet and soggy as a result of play continuing in inclement weather or it being affected by dew, and in the opinion of the umpires being unfit for play, the ball may be replaced for a ball that has similar amount of wear, even though it has not gone out of shape

6.9.1.5 If the ball is to be replaced, the umpire shall inform the batter. Either the batter or bowler may raise the matter with the umpires and the umpires' decision as to a replacement or otherwise will be final

## 6.9.2 Helmets and Faceguards

6.9.2.1 See generic rule 9

## 6.10 Bowlers, Wides and No Balls

6.10.1 Bowlers will be restricted to a fifth of the allocated overs in the innings

6.10.2 Where the total overs are not divisible by 5, one additional over shall be allowed to the maximum number per bowler necessary to make up the balance

6.10.3 In the event of a bowler breaking down and being unable to complete an over, the remaining balls will be allowed by another bowler. Such part of an over will count as a full over only in so far as each bowler's limit is concerned

6.10.4 ECB's Fast Bowling Directive will apply during all matches in the LV= ECB WCC

## 6.10.5 Wide Balls

6.10.5.1 Any offside delivery which in the opinion of the umpire does not give the batter a reasonable opportunity to score shall be called a wide

6.10.5.2 Any delivery that would have passed down the legside of the batter whilst in her normal stance shall be called a wide

#### 6.10.6 No Balls

6.10.6.1 The umpire at the bowler's end shall call and signal No Ball if a ball which they consider to have been delivered without having previously touched bat or person of the striker:

6.10.6.1.1 bounces more than ONCE

6.10.6.1.2 rolls along the ground before it reaches the popping crease

#### 6.11 Field Placements, Restrictions & Powerplays

6.11.1 At the instant of delivery, there may not be more than 5 fielders on the leg side

6.11.2 For the LV= ECB WCC Powerplays shall apply

##### 6.11.3 Pitch Marking & Stationary Fielders

6.11.3.1 Two inner circles shall be drawn on the field of play. The circles shall have as their centres the centre point of the popping crease at either end of the pitch. The radius of each of the circles shall be 13 yards (12 metres). As above, the fielding restriction area should be marked by dots. During the initial block of Powerplay overs (in an uninterrupted innings, the first 10), there must be a minimum of two stationary fielders within this 13 yard fielding restriction area at the instant of delivery

6.11.3.2 When a fast bowler is bowling the two stationary fielders may be permitted to stand deeper than 13 yards (12 metres) provided only that they are standing in slip, leg slip or gully positions

#### **6.11.4 Pitch Markings & Inner Ring Fielders**

- 6.11.4.1 Two semi-circles shall be drawn on the field of play. The semi-circles shall have as their centre the middle stump at either end of the pitch. The radius of each of the semi-circles shall be 25 yards (23 metres). The semi-circles shall be linked by two parallel straight lines drawn on the field. These fielding restriction areas should be marked by continuous painted white lines or 'dots' at 5 yard (4 metres) intervals
- 6.11.4.2 During the first block of Powerplay overs, only two fielders shall be permitted outside this 25 yard fielding restriction area at the instant of delivery
- 6.11.4.3 During the second and third Powerplay blocks only three fielders shall be permitted outside the 25 yard fielding restriction area at the instant of delivery
- 6.11.4.4 During the non Powerplay overs, no more than 5 fielders shall be permitted outside the 25 yard fielding restriction area
- 6.11.5 Powerplay overs shall apply for 20 overs per innings to be taken as follows:
  - 6.11.5.1 The first block of Powerplay overs (a block of 10 overs for an uninterrupted match) shall be at the commencement of the innings.
  - 6.11.5.2 For the remaining second and third block of Powerplay overs (blocks of 5 overs for an uninterrupted match), one block shall be taken at the discretion of the fielding captain and the other at the discretion of either of the batsmen at the wicket
- 6.11.6 A batsman must nominate their team's Powerplay no later than the moment at which the umpire reaches the stumps at the bowler's end for the start of the next over. The fielding captain may nominate her team's Powerplay

any time prior to the commencement of the over. The umpire who will stand at the bowler's end for the commencement of a Powerplay block shall determine which side first made the request

- 6.11.7 Once a side has nominated a Powerplay, the decision can not be reversed
- 6.11.8 Should either team choose not to exercise their discretion, their Powerplay Overs will automatically commence at the latest available point in the innings (i.e. in an uninterrupted innings, one unclaimed Powerplay will begin at the start of the 46th over)
- 6.11.9 In circumstances when the number of overs of the batting team is reduced, the number of Powerplay overs shall be reduced in accordance with the table below. For the sake of clarity, it should be noted that the table shall apply to both the 1st and 2nd innings of the match

Innings duration	First Powerplay	Fielding Powerplay	Batting Powerplay	Total Powerplay
20 - 22	4	2	2	8
23 - 24	5	2	2	9
25 - 27	5	3	2	10
28 - 29	6	3	2	11
30 - 32	6	3	3	12
33 - 34	7	3	3	13
35 - 37	7	4	3	14
38 - 39	8	4	3	15
40 - 42	8	4	4	16
43 - 44	9	4	4	17
45 - 47	9	5	4	18
48 - 49	10	5	4	19

- 6.11.10 Each block of Powerplay overs must commence at the start of an over

- 6.11.11 If play is interrupted during the first or second Powerplay and on resumption the overs required to be bowled in that Powerplay have already been exceeded, then subsequent Powerplay(s) will assume to have been taken consecutively up to that point. If play is interrupted during the first Powerplay and resumes during the second Powerplay, the second Powerplay will be deemed to have been nominated by the fielding captain
- 6.11.12 If play is interrupted during a Powerplay and on resumption the total number of Powerplay overs has already been exceeded, then the fielding restrictions will be lifted immediately. Note that this is the only circumstance under which the Powerplay status can be changed during an over
- 6.11.13 If following an interruption while a Powerplay is not in progress, it is found on resumption that the recalculated number of Powerplay overs remaining equals or exceeds the number of overs to be bowled in the innings, then the Powerplay will commence at the start of the next over
- 6.11.14 At the commencement of each discretionary block of Powerplay overs, the umpire shall signal such commencement to the scorers by rotating his arm in a large circle. If the batting side has chosen the Powerplay the umpire shall signal this to the scorers by tapping his hands above his head after the signal. The umpire shall also indicate to the fielding captain before any signal is made that the batting side has chosen its Powerplay
- 6.11.15 In the event of an infringement of any of the above fielding restrictions, the square leg umpire shall call and signal 'No Ball'

## 6.12 Junior Fielding Restrictions

- 6.12.1 For U13 and U15 players: no player will be allowed to stand closer than 11 yards and 8 yards from the middle of the wicket respectively, until the batter has played the ball. This is with the exception of the wicket keeper and fielders on the off-side behind the wicket

- 6.12.2 For any player aged 16 and over: players that stand within 6 yards of the batter must wear a helmet with the exception of the wicket keeper and fielders on the off-side behind the wicket
- 6.12.3 The umpire should ensure these restrictions are not breached and must stop the game until the distance is correct
- 6.13 Fitness of play (Ground Condition and Light)
  - 6.13.1 All references to ground include the pitch. See Law 7.1 (Area of pitch)
  - 6.13.2 It is solely for the umpires to decide whether either conditions of ground, weather or light or exceptional circumstances mean that it would be dangerous or unreasonable for play to take place. Conditions shall not be regarded as either dangerous or unreasonable merely because they are not ideal
  - 6.13.3 Conditions shall be regarded as dangerous if there is actual and foreseeable risk to the safety of any player or umpire
  - 6.13.4 Conditions shall be regarded as unreasonable if, although posing no risk to safety, it would not be sensible for play to proceed
  - 6.13.5 When there is a suspension of play it is the responsibility of the umpires to monitor conditions. They shall make inspections as often as appropriate, unaccompanied by any players or officials. Immediately the umpires together agree that the conditions are no longer dangerous or unreasonable they shall call upon the players to resume play
- 6.14 Delay or Interruption – First Innings
  - 6.14.1 If playing time has been lost the revised number of overs shall be based on a rate of 16 overs per hour in the total time available for play

- 6.14.2 The revision of the number of overs should ensure, where possible, that both teams have the opportunity of batting for the same number of overs
- 6.14.3 The team batting second should not be allocated more overs than the team batting first
- 6.14.4 As soon as the total minutes playing time remaining is less than the completed overs faced by team 1 multiplied by 3.8, then the first innings is terminated

#### 6.15 Delay or Interruption – Second Innings

- 6.15.1 When playing time has been lost and, as a result, it is not possible for the team batting second to complete its allocated overs in the playing time available, the number of overs shall be reduced at a rate of 16 overs per hour in respect of the lost playing time. Fractions of overs should be ignored for this purpose
- 6.15.2 In addition, should the innings of the team batting first have been completed prior to the scheduled, or rescheduled time for the commencement of the interval, then any calculation relating to the revision of overs shall not be effective until an amount of time equivalent to that by which the second innings started early has elapsed
- 6.15.3 A fixed time shall be specified for the close of play by applying a rate of 16 overs per hour. The timing and duration of all relative delays, extensions in playing hours and interruptions in play will be taken into consideration in specifying this time
- 6.15.4 If the team fielding second fails to bowl the revised number of overs by the scheduled or rescheduled close of play, the hours of play shall be extended until the overs have been bowled or a result achieved, whichever comes first
- 6.15.5 The number of overs for the team batting second shall not be reduced due to the team batting first being dismissed in fewer overs than they were allocated

- 6.15.6 To constitute a match a minimum of 20 overs per innings should be available
- 6.15.7 Cut off times for affected games will be 19:30
- 6.15.8 If at 19:00, play is in progress and there is no further interruption, play may continue until the agreed number of overs have been completed
- 6.15.9 If at 19:00, play is not in progress and umpires declare the number of overs cannot be completed before 19:45 the match will end immediately

**6.16 Calculation of Target Score in Reduced Overs Games**

- 6.16.1 Using the above calculations, if the stoppage occurs during the first innings, overs will be reduced to enable both teams the opportunity to face the same number of overs (ensuring this is a minimum of 20 overs for each innings)
- 6.16.2 If the stoppage occurs during the second innings, overs can be reduced accordingly to ensure a result is obtained
- 6.16.3 If the number of overs for the team batting second has to be reduced to fewer than the number of overs allocated to the team batting first, then the target score shall be reduced according to the innings run rate of the team that batted first

*e.g. the team batting first makes 150 runs off their full 50 overs. If the innings of the team batting second is reduced to 20 overs, their target score will be 61. This is based on innings run rate of 3 per over plus 1 run to win the match*

## 7 Results

### 7.1 Match Results and Points

Win	In a match consisting of a minimum of 20 overs the team that scored more runs than the opposition wins.	10	Bonus Points
Loss	Opposite of win	0	Bonus Points
Tie	Both teams' scores are equal	5	Bonus Points
Abandoned	Play possible but fewer than 20 overs bowled by each team	5	Bonus Points
Cancelled	No play possible	0	-

### 7.2 Bonus Points (max of 4 batting and 4 bowling)

	Batting Points* (please read example below)	Bowling Points
LV ECB WCC	Equal or more than: 1.5 Runs per over (RPO): 1 point 2 RPO: 2 points 3 RPO: 3 points 4 RPO: 4 points	1 point for each of the following wickets taken 3, 5, 7 and 9

- \*e.g. A match is reduced to 20 overs per side. The team batting first makes 80 runs. This is 4 RPO which gives them 4 batting bonus points. The team batting second then scores 60 runs off 10 overs, all out. Despite scoring at 6 RPO, the team batting second only earns 3 batting bonus points (because their allocated number of overs was 20).
- If teams have fewer than 11 batsmen – the fielding team shall be awarded full bowling bonus points if only one batter remains

### 7.3 LV= ECB WCC League Rankings

#### 7.3.1 2011 Final Standings

7.3.1.1 Counties will be ranked in their respective Divisions at the end of the 2011 season using the

following criteria, in the order given:

- 7.3.1.1.1 Average points from completed but not cancelled or abandoned matches
- 7.3.1.1.2 Number of points scored between 2 sides when playing each other (including abandoned matches)
- 7.3.1.1.3 Team with the highest net run-rate

**7.3.2 Promotion and Relegation for 2012**

7.3.2.1 The Counties that finish top of their respective Divisions 2 -4 will be promoted and will replace those Counties that finish bottom of their respective Divisions 1-3

7.3.2.2 The Counties that finish top of Division 5 North, Division 5 East and Division 5 South & West will be eligible for promotion to Division 4. Of these 3 teams the County to be promoted will be determined by:

7.3.2.2.1 A round robin tournament as detailed in a separate fixture list published by ECB (where the points system shall remain the same – but will only take into account the round robin tournament results)

7.3.2.2.2 The ranking of this tournament will be determined in the following order of priority:

7.3.2.2.2.1 Average points from completed matches but not cancelled or abandoned matches

7.3.2.2.2.2 Number of points scored between 2 sides when playing each other (including abandoned matches)

7.3.2.2.2.3 Team with the highest net run-rate

## **8. Penalties for Breach of LV= ECB WCC Rules**

### **8.1 Conceding Matches**

8.1.1 If a County concedes 1 match they shall be removed from the LV= ECB WCC with immediate effect and all points relating to matches involving that County shall be expunged

8.1.2 If a County concedes 1 match, funding from the ECB shall be withdrawn for the matches they have conceded and not played as a result of being removed from the competition

### **8.2 Other Breaches of LV= ECB WCC Rules**

8.2.1 Where a County has breached any LV= ECB WCC rule or Condition of Entry stated within this document, the Competition Manager shall have the right to apply the following penalties:

- To remove points obtained in matches where the breach occurred
- To overturn match results based on information obtained relating to a breach in the LV= ECB WCC rule, during any match
- To remove Counties from the LV= ECB WCC with immediate effect if any Conditions of Entry are not adhered to or if a County breaches an LV= ECB WCC rule more than once

8.2.2 If a County is removed from the LV= ECB WCC, all points obtained by other Counties against the removed County shall be expunged

8.2.3 If a County is removed all funding for that Counties incomplete games will also be retained by the ECB. Other counties funding will not be affected

8.2.4 All Counties will have the opportunity to provide evidence in support of their actions within 7 days of being notified of a potential breach

**9 Code of Conduct / Spirit of Cricket**

9.1 Refer to the NFC Discipline Regulations and guidelines except in the case of "Appeals and Complaints" as explained in the section below

**10 Appeals and Complaints**

10.1 If any County would like to raise a potential breach / issue to the attention of the ECB, they must confirm this in writing to the Competition Manager within 72 hours of the breach occurring

10.2 If any County wants to challenge the outcome of a penalty imposed they must inform the Competition Manager within 7 days in receipt of the decision being made

10.3 The Competition Manager will confirm receipt of all complaints / appeals

10.4 All appeals and complaints shall be investigated by both the Competition Manager and the Head of England Women's Cricket (Clare Connor)

10.5 The format will be as follows:

- Competition Manager will receive written notice of complaint / appeal from County
- Competition Manager will acknowledge receipt of the above and inform the County that has been reported
- Competition Manager and Clare Connor will obtain further clarification from all parties concerned
- If required Competition Manager and Clare Connor will hold a meeting to determine more detail of the events and facts
- Clare Connor will complete a written report on the:
  - Outcomes of the investigation
  - Recommendations
  - Actions ECB will take resulting in this process and the alleged breach

10.6 All appeals / complaints will be dealt with within 15 working days where ECB are not awaiting information.

