

# Woolwich Youth Soccer Club – Complaints and Grievances Policy



## **Policy Purpose:**

Woolwich Youth Soccer Club (WYSC or the “Club”) is committed to addressing all complaints and grievances in a timely and respectful manner. This policy details the Club’s complaint/grievance handling protocol.

## **Scope:**

This policy applies to all complaints and grievances not related to disciplinary matters. All disciplinary issues (e.g. player, coach) will be managed by the Club Discipline Committee per their responsibilities and procedures as outlined in the By-laws and WYSC Policy documents.

## **The Club is committed to:**

1. Dealing with complaints and grievances following a defined process.
2. Encouraging all members to attempt to resolve issues in good faith.
3. Acting fairly and without bias when handling complaints/grievances.
4. Resolving complaints or grievances in a timely manner and with due process that upholds the integrity of the Club, the individuals involved, and the game of soccer.

## **Policy and Practice Requirements:**

- The WYSC Board will deal with complaints and grievances following a progressive mechanism.
- A person who has a complaint or grievance against another person and which is considered under the purview of WYSC is expected to make that complaint or grievance directly to the person that s/he perceives as having caused the issue.
- If the matter is not resolved at this one-to-one level, then a complaint or grievance may be presented to the Board’s Committee for consideration.
- The procedures pertaining to complaints and grievances are detailed below.

## **Procedures**

1. The complaint or grievance is to be made in writing to the Club President. He/She will pass it along to the committee chosen. Evidence must be provided that resolution of the complaint or grievance has been attempted before submitting to committee for review.
2. The Committee will determine if they will consider the complaint or grievance. The Club President/Chair of committee will inform the complainant within 7 business days of whether or not the complaint or grievance will be heard. If the complaint or grievance will not be heard, the Chair will provide rationale and/or other steps. If the complaint or grievance will be heard, the Chair will strive to convene a meeting of the Discipline Committee within 14 business days of receiving the complaint or grievance.
3. A person sitting on the Committee who is in a conflict of interest in the particular complaint or grievance will declare the conflict and abstain from participating in a decision of the committee.
4. At the meeting to hear the complaint or grievance, the Committee will provide opportunity for the complainant to provide further information about the issue. The Committee can call on others or seek further data to inform their decision. The Committee may make a decision at the

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time of the meeting or may choose to defer a decision until further steps or information has been identified. The Chair will inform the complainant (and any other party involved) of the decision of the Committee and will also report such decision to the Board through the Club President.

5. The complainant will have 10 business days to determine if s/he will appeal the decision of the Committee. If s/he chooses to do so, s/he will make the appeal to the President of the WYSC Board with written documentation as to why s/he is appealing. The President of the WYSC Board will determine if the appeal will be heard. The President will inform the person within 7 business days of whether or not the complaint or grievance will be heard. If the complaint or grievance will not be heard, the President will provide rationale and/or other steps. If the complaint or grievance will be heard, the President will convene a meeting of the Board within 14 business days of receiving the complaint or grievance. The Board will follow the same steps as #3 and make a final determination of the complaint or grievance.
6. All documentation related to the complaint or grievance, and decisions made by the Committee and/or Board, will be stored securely at the WYSC Club Office.

<b>Complaints and Grievances Policy</b>			
<b>Effective Date</b>	<b>Last Revised Date</b>	<b>Review Cycle</b>	<b>Next Review Date</b>
May 1, 2017	July 2021	Every three years	July 2024