



SYSA Complaints and Investigation Policy and Procedure

Purpose and Objective

The Squamish Youth Soccer Association (SYSA) seeks to maintain and enhance our reputation as a trustworthy soccer club.

We appreciate the role that constructive and valid complaints may play, as they assist us to improve our mandate to provide access to organized soccer in the Sea-to-Sky corridor.

SYSA is committed to being responsive to the needs and concerns of our community and to resolving complaints as quickly and effectively as possible.

This policy has been designed to provide guidance to both our community and staff on the manner in which SYSA receives and manages complaints. We are committed to being consistent, fair and impartial when handling complaints.

The objectives of this policy are to ensure:

- that SYSA has a transparent and clear complaints receipt, investigation, management and response/action process that is available to complainants, our staff and the community;
- complaints are investigated in a balanced and impartial manner with the best possible information in the circumstances;
- the protection of personal information during the complaint receipt, investigation and response process; and
- complaints are considered and addressed based on their merits and taking into account, where warranted, specific needs, factors or extenuating circumstances.

Please note that this policy does *not* cover circumstances that relate to allegations of harassment (any kind of harassment; please ask us about our Anti-harassment policy) or information that is shared or allegations that are made that trigger SYSA's [duty to report obligations under provincial law](#).

Definitions

In this policy:

- **complaint** means an expression of dissatisfaction or concern relating to the services provided by SYSA;
- **complainant** means the person or persons submitting a complaint;
- **staff** includes any paid or volunteer person who is or who is seen to be representing SYSA, including coaches, board members and paid staff.

Submission and receipt

If you are dissatisfied with a service provided by SYSA or a person representing the SYSA you should in the first instance, consider speaking directly with the person(s) you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can submit a complaint with us by emailing the SYSA Complaint Committee at secretary@squamishsoccer.ca. Please include the information listed below in “Information” to ensure an efficient processing of the matter.

If we receive your initial complaint verbally, we will ask you to put your complaint in writing to ensure clarity of facts, times and those implicated.

Any staff receiving a complaint shall ask that the complainant submit their complaint directly to the SYSA Complaint Committee.

Once a complaint has been submitted to the President, and if staff are aware of the complaint, staff are not permitted to contact the complainant, nor attempt to mitigate the complaint on their own until a full investigation has been completed by the Complaint Committee and a response issued.

Information

When we are investigating your complaint, we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint effectively and efficiently we will ask you to provide the following information:

- Your name and contact details,
- The name of the person(s) about which you have a complaint,
- The nature of the complaint,
- Details of any steps you have already taken to resolve the complaint,
- Details of conversations you may have had that may be relevant to your complaint,
- Copies of any documentation which support your complaint.

Recording

When receiving a complaint, we will record the dates, steps taken to investigate, actions taken to mitigate or resolve the complaint and communications with the complainant and they will be kept in a confidential ‘case file’ that only the current SYSA Board of Directors have access to. We may not be able to share the some or all contents of the ‘case file’ due to considerations and requirements for protection of personal information but we will do our best to be transparent and clear while respecting everyone’s rights.

As part of our on-going improvement plan, complaints will be monitored for any identifiable trends by staff and rectification/remedial action taken to mitigate any identified issues.

If you submit a complaint, we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to their disclosure.

Feedback

SYSA is committed to resolving your complaint as soon as possible, however we also cannot compromise on time when ensuring process and a fair investigation, where required, are allowed for.

We will acknowledge receipt of your complaint within 1-3 business days. Once your complaint has been received, we will undertake an initial review of your complaint.

There may be circumstances during the initial review or investigation of your complaint where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstances we will explain the purpose of seeking clarification or additional documentation and provide you with feedback on the status of your complaint at that time.

We are committed to attempting to resolve your complaint within 10 business days of you lodging your complaint, however, this may not always be possible. Where we have been unable to resolve your complaint within 10 business days, we will inform you of the reason for the delay and specify a date when we will be in a position to finalise your complaint.

If we have sought clarification or additional documentation from you or others involved and we are waiting on this information, we may not be able to meet our 10-business day finalisation commitment. In such circumstances upon receipt of the clarification information or additional documentation we will indicate to you when we expect to be able to finalise your complaint.

Once we have finalised your complaint, we will advise you in writing. Subject to protection of personal information regulations, we will do our best to share details or a summary of findings and any action we have taken.

You have the right to make enquiries about the current status of your complaint at any time by contacting us in writing.

Process

Within 1-3 business days of receiving your complaint we will acknowledge receipt of your complaint.

Review:

We undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you or others to clarify details or request additional information where necessary.

Investigate:

Within 10 business days of receiving your complaint we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available and relevant, that could assist us in investigating your complaint.

Complaints against our staff, and potentially complaints involving others, depending on the circumstances, may trigger the following from those whom the complaint is alleged against in order for us to allow for procedural fairness and a right to be heard:

- informing them of a complaint about their performance,
- Providing them with an opportunity to respond,
- Providing them with appropriate support,
- Updating them on the complaint investigation and the result, as appropriate.

Respond:

Once we have finalised your complaint, we will advise you in writing. Subject to protection of personal information regulations, we will do our best to share details or a summary of our findings and any action we have taken. We will do this in writing,

Take action:

Where appropriate we amend our business practices or policies, or take other disciplinary action as necessary.

Record:

In the above-mentioned case file, we will record your complaint for continuous improvement process and monitoring through regular review. Your personal information will be recorded in accordance with relevant privacy legislation.

If you have questions about this policy or If you have a complaint about a member of the Board of Directors, please contact an individual Director on the Complaint Committee (President, VP, Secretary) and they will ensure this process is followed fairly and conflict of interest rules are adhered to.

Adopted
Sept 26, 2022