

	Battlefords Youth Soccer Inc.	NO.	2023-04
	COMPLAINT POLICY	EFFECTIVE DATE:	Dec 5, 2023
		REVISION LETTER:	
		FINAL APPROVAL	<i>Resolution: APPROVED</i>

1.0 PURPOSE

1.1 This policy outlines the procedure for addressing and resolving complaints within B.Y.S.I. to ensure fair and thorough handling of all concerns.

2.0 DEPARTMENT(S) AFFECTED (SCOPE)

2.1 Department(s) Affected: **BATTLEFORDS YOUTH SOCCER INC**

3.0 POLICY

3.1 All initial complaints must undergo a 24-hour consideration period before being directed to the current coach or manager. If the concern remains unresolved after a reasonable duration, the parent or player may submit a written complaint to the Club Director.

4.0 RESPONSIBILITIES

4.1 It is the responsibility of individuals involved to provide detailed written accounts, including dates, locations, persons present, and the communication history related to the issue. They should also explain why further review is necessary.

5.0 IMPLEMENTATION

5.1 Upon receipt of a written complaint, the Program Director will assess the issue and either resolve it directly or escalate it to the President or Vice President for further review.

5.2 Procedure

5.2.1 If the matter proceeds to a disciplinary phase, a Disciplinary Committee will be convened, consisting of the Director, President, Vice President, at least one but no more than two board members, and two members in good standing.

5.2.2 No member shall be part of the Disciplinary Committee if they:

5.2.2.1 Are a family member of the individuals involved in the issue.

5.2.2.2 Have direct involvement or interest in the matter under investigation.

5.2.2.3 Act as a witness or have a family member who is a witness to the issue.

5.3 Disciplinary Committee Process

5.3.1 Committee members will receive all relevant materials and previous disciplinary decisions related to similar matters.

5.3.2 A summary of these materials will be provided to the subject of the complaint as soon as the Committee convenes.

- 5.3.3 The coaching staff will be informed in case the subject is a player pending investigation or interim suspension.
- 5.3.4 The subject of the complaint shall provide a written response within the specified timeframe given by the committee.
- 5.3.5 The committee may decide based on the response or continue further investigation until they have sufficient information.

5.4 Decision and Resolution

- 5.4.1 The committee will conclude the investigation within one week of the final meeting and provide the decision to the complainant and the subject of the complaint.
- 5.4.2 Possible decisions include:
 - 5.4.2.1 Determining the complaint as unfounded or lacking foundation.
 - 5.4.2.2 Taking no further action for minor violations.
 - 5.4.2.3 Imposing sanctions for minor or major violations, such as suspension, fines, remedial actions, or educational programs.
- 5.4.3 Major violations may result in severe consequences like suspension for the season or future ineligibility in B.Y.S.I. activities.

5.5 Finality and Reporting

- 5.5.1 All decisions of the Discipline Committee are final. The Chairperson will present a summary to the board during the subsequent board meeting. Complaint and Discipline records shall be maintained by B.Y.S.I.

7.0 DOCUMENT APPROVAL

ROLE	POSITION	NAME OF THE APPROVER	DATE APPROVED
Final Approver	Battlefords Youth Soccer Inc Board of Directors	APPROVED	Dec 5, 2023

8.0 REVISION HISTORY

EFFECTIVE DATE	REVISION LETTER	DOCUMENT AUTHOR	DESCRIPTION OF CHANGE
Dec 5, 2023		BYSI BOARD	Initial release