

Complaints Process:

The Bonnyville Soccer Association takes the concerns of our members seriously and want to allow for the opportunity to address those concerns.

Should you have a concern with another member/staff member we require the following process to be followed:

1. Address your concerns directly with the person/people your concerns are with (ie: coach, parent, spectator).
2. Address your concerns to the Director in charge of your program.
3. Submit a Complaint Form to the executive of BSA.

Complaint Forms may be submitted by coaches, managers, parents/guardians and/or spectators. Prior to submitting the Complaint Forms, please ensure you have followed the steps as given above.

The Bonnyville Soccer Association will review each complaint and will follow up with consideration given to the BSA Code of Conducts and Ethics and the BSA Discipline and Complaints Policy. Each complaint will be dealt with on a case-by-case basis.

The review process will consist of the following:

1. Follow up with all parties within the complaint.
2. Review of history of all parties within the complaint, if any.
3. Address concerns as required based on review and severity of the concerns.
4. Escalate complaint to Discipline Chair as required.

The Discipline Chair will review the complaint further and will follow up with consideration given to the, BSA Code of Conducts and Ethics and the BSA Discipline and Complaints Policy and act within its authority.



Complaint Form

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Complaint Forms may be submitted by coaches, managers, parents/guardians and/or spectators. Prior to submitting the Complaint Form, please ensure you have followed the Complaints Process.

Your Name: _____

Your Position (coach, manager, parent, spectator): _____

Contact Information: _____

Concern with (coach, manager, parent, spectator): _____

Date/Location of concern/incident: _____

Details of concern/incident:
