



Gander Revolution Football Club (GRFC)

5 Penney Ave, Gander, NL, A1V 1W5

ganderrevolution@gmail.com



Grievance Poicy and Procedure

Gander Revolution Football Club (GRFC) encourages all members (players, volunteers, employees, and parents/guardians) to attempt to resolve issues in good faith prior to club intervention.

As a Club, GRFC falls under the criteria outlined in the [NLSA 2021 Soccer Discipline Code](#). Any complaint must be within the jurisdiction of the GRFC and must not be a matter falling within the By Laws, Rules and Regulations, and policies of the NLSA. If it is determined that the issue raised by the complaint is within the jurisdiction of the NLSA, the GRFC will direct the complaint to the relevant jurisdiction.

General

The following matters are excluded from this policy:

- The Grievance Policy and Procedure shall not be used for soccer game-related discipline.
- Grievances regarding breaches of the Privacy Policy are to be addressed to the GRFC President via email at ganderrevolution@gmail.com
- Grievances regarding the normal administration of the Club, such as: fee refunds; team requests; placement of players on teams; etc. will be addressed by the GRFC Executive

Complaint Process

1. Any complaint must be brought to a member of the team coaching staff (if applicable), or Divisional Directors.
2. If the matter is not resolved and requires escalation, the complaint can then be brought to the Technical Director via e-mail for review and resolution.
3. If further escalation is required, the complaint can then be brought to the GRFC Executive via email at ganderrevolution@gmail.com for review and resolution.
4. If brought to the GRFC Executive level, the GRFC president will respond in writing via email within 15 days.