



<b>Policy Number</b>	<b>Complaint Procedures Policy</b>
Reason	To ensure that complaints filed in accordance with the GELC Harassment Policy or other complaints that may be received are handled in a safe, unbiased and timely manner.
	<p>The GELC will handle complaints in the following Manner.</p> <ol style="list-style-type: none"> <li>1) Complaint to be filed in writing with the GELC President, via the GELC office. It must come from the member club of the GELC. So the complaint must come thru the President of the complainants club.</li> <li>2) Complaint to be filed within 72 hours of the offense.</li> <li>3) Complaint to deal with specifics of the offense. Include the following in your complaint       <ol style="list-style-type: none"> <li>a) Name, email address, phone number of complainant if parent, the name of the child the resulting complaint is related too.</li> <li>b) Description of the complaint detailed including the following,           <ol style="list-style-type: none"> <li>i) Date, time, location, if during a game the game number</li> <li>ii) Description of the complaint, please be detailed.</li> <li>iii) Names and email addresses of direct witnesses to the incident, if minor aged parental consent must be given to provide this information.</li> <li>iv) A legible copy of the game sheet.</li> </ol> </li> </ol> </li> <li>4) Once the Complaint is received by the GELC President, a committee of three individuals shall be created within 15 days of the receipt of the complaint.</li> <li>5) A hearing shall be held within 15 days of the creation of the Committee, at the best efforts of the GELC administration to hold that meeting.</li> <li>6) The complaint will be sent to the respondent's club president for presentation to the respondent, the respondent may submit in writing a document in response that will be send to the committee and to the complainant.</li> <li>7) The complaint and the respondent are not at liberty to arbitrarily share any documentation received outside of the people directly involved in the complaint and the complaint committee.</li> <li>8) Invited to attend the meeting will be the Club president, the complainant, the minor aged player if applicable. The Respondent, the minor aged player if applicable and the club president of the respondent.</li> <li>9) The committee may invite key eye witnesses to attend as well.</li> <li>10) The committee will meet with the Complaint first and then the respondent.</li> <li>11) Should the complainant not appear the complaint will be considered dropped and no further action taken.</li> <li>12) Should the respondent not appear the complaint will be forwarded to the discipline committee for action.</li> <li>13) The respondent may ask for one hearing date deferral of no longer than 5 days from the original hearing, or as approved by the Committee in</li> </ol>

	<p>consultation with the two club presidents.</p> <p>14) The committee shall have 10 days to forward their decision after the hearing date to the GELC for distribute and action as required. The decision shall be forwarded to the two club presidents the complainant and the respondent.</p> <p>15) The decision of the Committee will be final.</p> <p>16) Should the matter be referred to the discipline committee or a discipline panel, the respondent shall be notified of the time and date of the hearing and be in attendance.</p> <p>17) The results of the discipline hearing will be provided to the respondent only if directly related to a minor aged player.</p>
Approval Date	March 14, 2016
To be reviewed by	October 2016

