



## Halifax Dunbrack Soccer Club

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### Complaints Incident Report

In the instance where you feel that the organization or individual has violated a Dunbrack policy, please refer to the *Conflict Resolution policy* located on Dunbrack Website. The below intake form can be used to document the complaint. It is encouraged that the conflict resolution process be followed. This form should be used to document the incident. It may be submitted to the **Executive Director** of Dunbrack unless the complaint includes the executive director then it can be sent to the Chair of the Risk committee through the Board of Directors.

The complaint must include the following:

- Complainant Name
- Contact information of complainant – Address, cell number, Email address.
- Respondent name
- Respondent contact information if available – Address, Cell number, Email address
- Policy and section of Dunbrack policies that have been violated
- Dates and places of the incident – detail when, where etc.
- Description of the complaint - Provide a detailed and accurate account of the incident.
- Include specific actions, behaviors, or situations that are the basis of your complaint. Be concise and objective in your description
- All evidence to support the claim (emails, videos, witness names and statements etc.)
- Previous communications
- Desired resolution - Clearly state what resolution or action you are seeking because of your complaint. This could include an investigation, disciplinary action, policy changes, or other corrective measures