



Mount Pearl Soccer Association

44 Arena Road, Mount Pearl, NL A1N 0J6

Grievance Policy & Procedure

The Mount Pearl Soccer Association (MPSA) encourages all members (players, volunteers, employees, and parents/guardians) to attempt to resolve issues in good faith prior to club intervention. As a Club, MPSA falls under the criteria outlined in the NLSA 2021 Soccer Discipline Code.

Any complaint must be within the jurisdiction of the MPSA 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 MPSA will direct the complaint to the relevant jurisdiction.

General

The following matters are excluded from this policy:

- a) The Grievance Policy and Procedure shall not be used for soccer game-related discipline. The normal discipline and appeals processes shall be followed as per NLSA.
- b) Grievances regarding breaches of the Privacy Policy are to be directed to the MPSA President via email at president@mpsa.ca
- c) 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 Office Administrator and/or Technical Director with the MPSA Management Committee having the final decision.

Complaint Process

1. Any complaint must be brought to a member of the team coaching staff (if applicable).
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 MPSA Board of Directors via email for review and resolution.
4. If brought to the Board level, the MPSA president will respond in writing via email within 15 days.