



Mount Pearl Soccer Association

Complaint Processing Policy

June 2017

Purpose

The Mount Pearl Soccer Association (MPSA) acknowledges the right of our members to complain when dissatisfied with our programs, and encourages feedback from them.

Complaints provide the Board with an opportunity to learn and improve our soccer programs for the future, as well as a chance to re-visit things and determine if the decisions we made were accurate.

MPSA recognizes that properly handled complaints and feedback help us to improve our decision processes, and therefore, providing an open and transparent organization for our members.

The rationale for this policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicize the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone in our association is aware of what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To gather information which helps to improve what we do.

In order for the Mount Pearl Soccer Association (MPSA) to deal with complaints in an efficient and prompt manner, the following process has been established:

1. 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 issues raised by the complaint is within the jurisdiction of the NLSA, the MPSA will direct the complaint to the relevant jurisdiction.
2. Any complaint must be brought to a team official, such as the coach or team manager first (if applicable).

3. If no resolution resulted in the contact with the team official, the complaint can then be brought to the Head Club Coach via e-mail for review and resolution.
4. If no resolution resulted in the contact with the Club Head Coach, the complaint can then be brought to the MPSA Board of Directors via e-mail to be reviewed for resolution
5. If brought to the Board level, the MPSA president will respond in writing via e-mail to the concern brought forward within 15 days.