

# Phoenix FC – Member Complaint Handling Process

Phoenix FC is committed to creating a safe, respectful, and positive environment for all members. We take concerns seriously and follow a clear process to ensure fairness, confidentiality, and timely resolution.

## 1. Informal Resolution (Within 7 Days)

- Speak directly with the person involved (coach, team manager, or fellow member) to address the concern.
- If uncomfortable, request a mediator (e.g., Age Group Coordinator or Program Director) to help.
- If resolved, the matter is closed.

## 2. Formal Complaint Submission

- If unresolved, submit a [Complaint Form](#) or email the **Program Director**.
- Include:
  - Your name and contact information
  - Date and location of the incident
  - Description of events (facts only)
  - Desired outcome
- The Program Director will confirm receipt within **3 business days**.

## 3. Review & Classification (Within 5 Business Days)

- Complaint is reviewed to confirm it is within club jurisdiction (non-criminal, non-abuse).
- If conflict of interest exists, the complaint is redirected to the appropriate leader (Sporting Director or Board President).
- Classified as:
  - **Low-level** – minor policy breaches, miscommunication
  - **Moderate** – repeat behaviour or conduct affecting team function

#### 4. Investigation (Within 10 Business Days)

- Statements gathered from all parties and relevant evidence reviewed.
- Confidentiality maintained at all times.
- Temporary measures may be taken to prevent further issues.

#### 5. Decision & Outcome (Within 5 Business Days After Investigation)

- Decisions are based on facts, intent, past conduct, and relevant codes of conduct.
- Possible outcomes:
  - No action
  - Warning (verbal or written)
  - Apology or mediation
  - Temporary suspension
  - Additional training or policy review
- Written decision provided to all parties, including appeal rights.

#### 6. Appeals

- Must be submitted within **7 days** of the decision.
- Appeals may be based on procedural error, new evidence, or an unreasonable decision.
- Decided by a separate committee within **21 days**.

#### 7. Record Keeping

- All complaints are documented and kept confidential for at least 3 years in line with ASA policy.

**Questions:** Please contact your program director or email [office@spdsa.net](mailto:office@spdsa.net).

- **Complaint Form:** [Click here to submit](#)
- **Questions?** Contact your Program Director or email [info@phoenixfc.ca](mailto:info@phoenixfc.ca)
-