

# 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. Please allow yourself 24 hours to think through the potential solution you are looking to achieve before you reach out.
- 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)