

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