



COMPLAINT PROCESS/CONFLICT RESOLUTION

If you have a complaint, the following process must be followed. The most important policy is the **24-HOUR** rule, waiting 24 hours before speaking to or filing a formal complaint to a Board Member/Team Manager/Head Coach. This gives the situation time to de-escalate. Emotions can be high when our kids are involved, but we want to make sure we deal with the facts accordingly and respect each others' opinions. Also consider the Raiders Code of Conduct in these situations.

Complaints that do not follow these steps will **NOT** be addressed:

1. Serious complaints **MUST** be submitted in writing. Complaints should be submitted to the Board of Directors, Team Manager or Head Coach. Email is considered an acceptable form of a written complaint.
2. Each complaint **MUST** include:
 - a. Full Name of Complainant
 - b. Date of issue
 - c. Names of Witnesses
 - d. Detailed description of issue / incident
3. The Team Manager/Head Coach, will attain as much information as possible pertaining to the incident and will submit it to the Manager of Football Operations for Board of Directors for review.
4. The completion of a Formal Complaint Form and / or Incident Report by all parties involved may be requested.
5. A full investigation will commence by the Board of Directors. Anything that is of serious nature will be forwarded to the proper line of governance. CDMFA (league), Football Alberta or the Edmonton Police Service/RCMP if required.

Any member, including but not limited to, Board Members, On-Field Staff, Parents and Players who are found to be in breach of policy, code of Conduct or the bylaws are subject to review. Upon Board review, discipline may include demotion, probation, or removal from the Club. A report will be completed by the Football Operations Manager for any offense. In the event that it is a conflict of interest for the Football Operations Manager to commence the investigation, the President or Vice President will take the lead.

For complaints and/or incidents that involve another Club, the Raiders Complaint Form and/or the CDMFA Complaint forms should be completed. These forms should be submitted directly to the Club President for review and further action. The Club President will:

1. Review situation
2. Attain additional information
3. Determine if the situation can be handled internally or between Clubs; or if the CDMFA or Football Alberta should be involved.
4. The disciplinary process will proceed as outlined in the Raiders Conflict Resolution policy as well as be reviewed by the CDMFA Disciplinary Committee if required.



BULLYING POLICY:

Bullying is a zero tolerance action that will not be permitted at any time on or off the field by a Raider Player, Coach, Club Member, Support Staff or Parent. All incidents of bullying, or accusations of bullying will be investigated by the Club Executive.

When bullying is suspected, the following steps will be followed:

1. Facts are to be gathered from all parties
2. Head Coach will be advised
3. Head Coach will investigate and will gather further information
4. Head Coach will review the situation with the Director of Football
5. Director of Football will independently discuss the situation with the parties involved
6. Director will review the situation with the Board
7. Raider Board will determine appropriate action
8. Director of Football will advise parties of the Boards decision.

The Raiders Board reserves the right to take appropriate action based on the seriousness of the incident.

When bullying is suspected, the same Conflict Resolution and Complaint Processes will be followed. The Raiders Board of Directors reserves the right to take appropriate action based on the seriousness of the incident. The decision of the Board will be final.

AFFIRMATION

The Code of Conduct for the West Edmonton Raiders Minor Football Association was introduced on December 1st, 2014 and is reaffirmed annually by the Board to ensure it remains current and relevant. It is expected that the members who represent the West Edmonton Raiders abide by and sign this Code of Conduct.