



Scotia Soccer Club Complaints Procedure

Complaint received from player/parent/other association.



Email acknowledgement of receipt stating your concern has been received and has been forwarded to the board member in charge of the program with a copy to the club president/vice president.



Relevant board member also acknowledges receipt of email and states it is being investigated and you will receive an answer as soon as possible.



Board member investigates complaint using relevant subject matter experts as required.



On successful completion of investigation relevant board member emails response to complainant and copies relevant SME's, President/VP as necessary

- This process should take no more than 7 calendar days to complete.
- Responses should contain as much detail as is relevant such as board positions that were involved in the procedure. Names of board members may be included but there should be no names of membership.

Approval or Adoption Date: 13 April 2017

Version: 1.0

Last Date Revised: