

Complaint Procedures

The procedures listed below provide the requisite guidance for members of The Churchland Soccer League, Inc. (commonly referred to as "CSL") to file a complaint related to sports operations or to express a concern about a CSL matter (subject to the limitations below).

These procedures do not apply to issues related to the CSL Refund Policy, the CSL Codes of Conduct for Coaches, Players and Spectators, or policies and procedures addressed in CSL SOP or by-laws, or any additional operating procedures as may be applied from normal and customary practice under the day to day operation of CSL. Additionally, any complaint related to the categories of discrimination should be reported immediately to the President of CSL (by telephone, e-mail or letter).

Procedures:*

1. Sport-related complaints should first be addressed to the team coach. Using the coach will hopefully resolve the issue at the lowest level possible with the people who are most likely to understand the member's concerns. The goal is to understand the issue, develop a course of action to solve the problem, and as needed, allow the coach an opportunity to share the lessons learned with others who may have an interest in the matter or can benefit from the solution.

Members are encouraged to voice their concerns as soon as practical after they have a problem. Additionally, CSL recommends that a member with a problem do not involve people who are not affected by the issue.

2. If the matter cannot be resolved at the coach's level, then CSL encourages the member to bring the matter to the attention of the Board. Members can contact the Board directly by telephone, e-mail or through the CSL Hotline number. The informal complaint must be initiated within **thirty (30)** days of completion of the season. A written decision (via e-mail or letter) will be sent to the member within ten (10) business days after the complaint, has been evaluated and a decision communicated via a Committee, and final outcome recorded by the Board. CSL reserves the right to consult with legal counsel and this may cause additional investigative time.

3. If the matter is not satisfactorily resolved at the Board level, the member may submit an appeal to the CSL Board of Directors (addressed to the board at the address of the CSL mailbox). The President of the CSL will then assign a committee to investigate the matter further and may consult with VYSA and other governing bodies, and including but not limited to legal counsel for additional assistance with the matter. The Committee will consist of the President, Vice President and the 'Coaching Coordinator' or another member so appointed by the President, who investigate the problem and the President will send a written decision on the issue to the member, and any other related parties involved, within **forty-five (45)** days after receipt of the complaint.

4. All matters pertaining to CSL and any matters related to private matters are expected to remain confidential. No Officer may speak on behalf of the Board of Directors without consent to do so. No matter may be decided or punishment or remedy rendered in any decision without completion of an investigative process and authorization by the President of the Board once a conclusion has been reached.

**CHURCHLAND SOCCER LEAGUE, INC.
COMPLAINT SUBMITTAL FORM**

Complainant's Name: _____
Phone: (H) _____ **(W)** _____ **(C)** _____
Address: _____

Person(s) and Sport Alleged in Complaint:

Name: _____
Address: _____
Sport: _____

State your Complaint and date(s) of occurrence: (attach separate document if necessary and include relevant supporting information if available)

Churchland Soccer League will fully investigate all complaints, and will maintain confidentiality to the extent possible given its duty to investigate the complaint.
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Return this form to the President and cc a copy to the Vice President.