



Complaints Resolution Policy

South Four Soccer
Effective Date: March 2023

Complaints Resolution Policy

Soccer is a passionate game for everyone involved. This includes parents, players, coaches, and fans. South Four Soccer Association understands that parents or players may have concerns from time to time regarding many possible areas in games, practices, coaching, player to player conflict or other situations.

To ensure efficient resolutions for all parties involved in a successful and positive outcome to differences, we have listed a guideline that complaints must follow:

- 1) **Any concerns regarding child abuse or criminal offence that meets criteria for reporting to any type of law authorities waves the 24hr rule and should be submitted immediately to info@southfoursoccer.com**
- 2) Any concerns or complaints regarding the organization itself, and/or games, practices, coaches, player / player conflict must not be addressed on the field before, during, or after practice or a game unless it is for a genuine risk to physical safety.
- 3) The 24-Hour Rule – Complaints will not be heard on the same day of the incident. 24 hours must have passed before a complaint is filed.
- 4) Complaints must be put in writing, stating a detailed account of the event from your perspective, and listing all persons involved.
- 5) South Four Communications Step by Step process starts with any complaints at team level that are addressed by the Team Manager/Head Coach. If the complaint still cannot be resolved at the team level, it will be directed to the Technical Director and then escalated to the Board of Directors who will endeavor to mediate a timely response/meeting with all parties involved.
- 6) Complaint Resolution files are safely kept on file.
- 7) Anonymous complaints will be taken seriously and brought to the attention of the Board of Directors.
- 8) Confidentiality is handled according to the Freedom of Information and Privacy Act.

South Four Communications STEP BY STEP

