

# COMPLAINT PROCESS

The Association shall deal with all complaints throughout the season. In order to enable the Board of Directors and other members of the Association to respond in an effective manner, the proper channels must be followed. The following communications flow chart is provided to assist members in directing questions and concerns to the most appropriate individual. It is always best if conflicts can be resolved between the immediate parties involved, however, there are times when this is not possible. In those incidents, complaints are to be dealt with as follows:

<p>Level 1:</p> <p>Questions &amp; Concerns at the Team level</p>	<p>Level 2:</p> <p>Questions and concerns not satisfied at the Team level.</p>	<p>Level 3:</p> <p>Questions and concerns not satisfied at the Director level.</p>	<p>Level 4:</p> <p>Questions and concerns not satisfied at the Vice President level</p>
<p>Step1:</p> <p>Parent to Team Manager</p>	<p>Step1:</p> <p>Parent to Divisional Director</p>	<p>Step1:</p> <p>Parent to Executive Vice-President</p>	<p>Step1:</p> <p>Parent may appeal IAW the constitution.</p>
<p>Step 2:</p> <p>The Team Manager notifies the Head Coach to address the issue.</p>	<p>Step 2:</p> <p>The Divisional Director investigates the concern.</p>	<p>Step 2:</p> <p>The Executive Vice-President investigates the concern.</p>	<p>Step 2:</p> <p>The President shall convene the Discipline Committee to hear the concern.</p>
<p>Step 3:</p> <p>The Head Coach or Team Manager responds to the parent.</p>	<p>Step 3:</p> <p>The Divisional Director responds to the parent.</p>	<p>Step 3:</p> <p>The Executive Vice President responds to the parent.</p>	<p>Step 3:</p> <p>The President shall notify the parent of the Discipline Committee's decision.</p>

All questions, concerns or complaints being addressed to levels 2-4 must be in writing. In any situation where the responding individual is in a conflict of interest, they shall refer the question or concern to the next higher level in the process.