



## Football Related (during training and or games)

If any player, parent or guardian of a junior player is involved in a football related issue (breach of player participation policies, bias, improper conduct, etc.) which they find unacceptable the procedure for redress will be as follows:

- a. Verbal discussion with the manager and or coach to resolve the issue, and, if unsatisfactory;
- b. Verbal discussion with the appropriate liaison officer (Technical Director or Volunteer Co-ordinator), and, if unsatisfactory
- c. A written complaint, forwarded to the club secretary who will arrange for the matter to be addressed by the Committee
  - All written complaints will receive a written acknowledgment within five (5) days,
  - A written decision will be conveyed within fourteen (14) days unless all parties agree to an extended time to allow a decision to be reached.

Under no circumstances should a minor be involved in any dispute discussions unless his/her parent/guardian is present.

## Non-football Related

If any player, parent or guardian of a junior player is involved in a non-football related issue (breach policies, bias, improper conduct, etc.) which they find unacceptable the procedure for redress will be as follows:

- a. Verbal discussion with the appropriate liaison officer (relevant committee member or Volunteer Co-ordinator), and, if unsatisfactory
- b. A written complaint, forwarded to the club secretary who will arrange for the matter to be addressed by the Committee
  - All written complaints will receive a written acknowledgment within five (5)
  - A written decision will be conveyed within fourteen (14) days unless all parties agree to an extended time to allow a decision to be reached.

Under no circumstances should a minor be involved in any dispute discussions unless his/her parent/guardian is present.