

## **WAM United Soccer Club**

### **Complaint Policy**

The following procedure shall serve as the Complaint Policy for the WAM United Soccer Club:

1. Any person (parent, player, coach, referee, director, and spectator) who would like to make a complaint regarding the actions of any person associated with WAM United Soccer Club must put their complaint in writing and submit it to the WAM United Chair.
2. The WAM United Chair shall report the general nature of the complaint to the Board of Directors.
3. If the Chair decides in his/her judgment that the issue is critical, severe or concerns the safety of anyone in the program:
  - a. The WAM United Chair shall have the authority to immediately discipline or suspend any person of the program when the conduct of such person is considered detrimental to the best interests of the program or the health and safety of any participant or spectator of the program.
  - b. If the WAM United Chair disciplines any person of the program, the Chair shall then notify the Board of Directors of such action and call a meeting to discuss the issue and to determine if further action, if any, is required.
4. If the Chair decides in his/her best judgment that the issue is serious:
  - a. The Board of Directors will review the complaint. The Board of Directors will present their findings at a WAM United Board meeting and make recommendations for action to be taken.
5. If the Chair decides in his/her best judgment that the issue is minor:
  - a. The Chair may send a reply and handle the situation in accordance with the WAM United rules.

- b. The Chair will review the complaint with the Board of Directors at their next meeting.
6. Complaints and the results of reviews shall be kept on file with WAM United for one year.
7. Any person disciplined by the WAM United Chair or Board of Directors may contest the decision by putting their grievance in writing and submitting it to the Chair. The Chair will inform the Board of Directors of the grievance. The grievance will be reviewed at the next Board of Directors meeting and shall be kept on file for one year.
8. The action taken by the Board of Directors shall remain in effect until the Board of Directors reviews the grievance. The Board of Directors may take any subsequent actions the so chose.
9. Complaints and grievances should be discussed during executive session to protect the confidentiality of the complaint.
10. The accused person does not have the right to know who the person is who filed the complaint. Complaints should be kept confidential.