

Tecumseh United FC Complaints and Dispute Resolution Policy

At Tecumseh United FC, we prioritize open communication and fair resolution of any issues that may arise within our community. Our policies and procedures are designed to ensure that all members feel heard and respected throughout the resolution process.

General:

- Members are encouraged to address any serious issues first with club coaching, refereeing, or management staff.
- A complaint form is available below for formal submission. Form can be submitted to complaints@tecumsehunitedFC.com .

Exclusions:

- a) Soccer game-related discipline follows standard processes.
- b) Privacy Policy breaches are directed to the club's Board of Directors.
- c) Normal club administration matters are decided by club staff, with the Board of Directors as the final decision maker.

Dispute Resolution:

- Informal discussions are the initial step for resolving disputes.
- If informal discussions fail, a formal complaint may be lodged with the club.
- Further steps, such as investigation or follow-up discussions, may be taken if informal resolution fails.
- For corporate matters, the Ontario Soccer Dispute Resolution Policy may be utilized.

Complaints Process:

- Members can submit complaints in writing to the designated club officials.
- Complaints about the President can be directed to the Vice President of the Board.
- Complaints of sexual abuse are immediately reported to the police.
- Complaints regarding inappropriate behavior are within the scope of this policy.

Formalizing Complaints:

- Complaints must be communicated verbally initially and followed up in writing.
- Confirmation of receipt will be provided by the club.
- A Review Committee will review the complaint within ten business days. In the absence of a review committee this will be reviewed by the Board of Directors.
- A Complaint Hearing, if necessary, will be scheduled within ten business days of the review.
- Hearings are conducted by the Review committee/Board of Directors, with the accused entitled to be present.
- Deliberations occur in camera, with decisions communicated within ten business days.
- Penalties may include suspension, probation, reprimand, or training requirements.
- The Review Committee/Board of Directors decisions are final, with optional provision of reasons for decision.

- Individuals facing criminal charges related to club incidents may be suspended pending resolution.
- Convictions of criminal offenses result in suspension or removal.
- Lifetime bans are imposed for convictions of sexual or physical abuse.
- Reinstatement requests for non-criminal offenses are considered one month prior to the end of the specified penalty.

At Tecumseh United FC, we are committed to fostering a safe and respectful environment for all our members, and our complaints and dispute resolution process reflects that commitment. The recommendation is for all complaints to be made by a named source to allow for fairness in the complaints process.

Any retribution or ill will that is discovered being made towards a complainant will result in the immediate dismissal/removal of that person from the club.

Tecumseh United FC Complaint Form

Your Name: _____ Date: _____

Phone Number: _____

Status: ___ Employee ___ Player
___ Parent Other (Specify) _____

Address: _____

Complaint Information

Date of Incident: _____ Time of Incident: _____

Location of Incident: _____

Please describe the incident in detail:

If there are others who have witnessed the incident, please provide their names and phone numbers below:

Is this the first time you have raised this concern about this person?

___ Yes ___ No

Do you have any suggestions for resolving the complaint? If so, please explain.

Do you have any additional information or complaints? If so, please explain.

Signature: _____

Print Name: _____