



<b>LaSalle Stompers Soccer Club</b> 	<b>Complaint Intake Form</b>			<b>Page 1 of 3</b>
	<b>Issued:</b>  November 8, 2020	<b>Supersedes:</b>	<b>Approved By:</b>  LSSC BOD	

This form is to be used for all house league complaints. Competitive complaints must be restricted to complaints concerning LaSalle Stompers Soccer Club (LSSC) competitive players, coaches, parents or a club official. Any complaints concerning the league in which a competitive team plays must be directed to that league.

**Procedures for receiving and processing complaints by the LSSC are as follows:**

1. All complaints must be made on the LSSC complaint form and signed by the person making the complaint. Any complaint that is not in writing and/or on a form that is not signed will be disregarded by the LSSC.
2. This form must be completed and submitted within seven (7) days of the event that gave rise to the complaint. This form is to be marked to the attention of the LSSC Vice-President and delivered to the Clubhouse or emailed to the LSSC Vice-President.
3. Once received by the LSSC, the complaint will be reviewed by a LSSC competitive or house league disciplinary committee, chaired by the Vice-President, within five (5) business days. Where timeliness is involved, the committee may determine that it will interview the parties and make a verbal determination of its decision.
4. The house league disciplinary committee has sole jurisdiction for complaints concerning the house league. The competitive disciplinary committee may determine that it does not have jurisdiction and refer the complaint to another disciplinary body.
5. The parties contacted with regards to this complaint will be at the sole discretion of the respective disciplinary committee.
6. The respective disciplinary committee will determine such remedy or remedies as it deems appropriate for the dispute.
7. All communication, whether oral or written, with regards to this complaint will remain confidential where possible, however, LaSalle Stompers Soccer Club cannot guarantee complete confidentiality.
8. The disciplinary committee will issue a written communication to all parties within seven (7) days of the decision. Where timeliness is an issue, the committee will issue a verbal decision followed by a written decision within 7 days.
9. In cases where the parties are able to determine their own remedy or remedies, with the assistance of the disciplinary committee, the committee will endorse and confirm the decision of the parties.
10. The respective disciplinary committee's decision will be binding on all parties, including the Board of Directors of the LSSC. The decision may be appealed to the LSSC Board of Directors on procedural grounds. Such procedural grounds are strictly limited to the disciplinary committee:

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- Making a decision for which it did not have authority or jurisdiction as set out in the rules of operation of the LSSC.
- Failing to follow the procedures as set out in the above policy, or
- Making a decision that was influenced by bias.

Appeals on procedural grounds will be made to the Board of Directors of the LSSC. The appeal must be made in writing within 14 days of the date of the written decision by the respective committee.

None of the above precludes an individual from filing a complaint with the Essex County Soccer Association.

**THE PURPOSE OF THE ABOVE PROCEDURES IS TO PROMOTE ALTERNATIVES TO LITIGATION. THE LSSC MAY REFUSE TO DEAL WITH A COMPLAINT IF THE PARTY OR PARTIES ENGAGE IN LITIGATION OR SEND A LAWYER'S LETTER THREATENING LITIGATION THAT IS EITHER DIRECTLY OR INDIRECTLY RELATED TO THE MATTER IN THE COMPLAINT.**

