



GOSHEN YOUTH SOCCER ASSOCIATION
PO Box 283, Goshen, OH 45122
info@goshensoccer.com
(513) 268-6582

Guidelines for Complaints

Goshen Youth Soccer Association (GYSA) strives to bring a fun, educational experience to all players, coaches, and spectators at every event (practice, games and special events). We do understand that there will be times where disagreements occur, and intervention is needed. These guidelines must be followed for all complaints to be deemed legitimate.

REFEREE/RULE COMPLAINTS

If there is a complaint coming from actions within a game anyone (coaches, spectators, players on the sideline) can follow these steps to lodge a complaint:

1. Home Games

- a. Find a GYSA Board member to come to your field and monitor the activities occurring. Board members have (color) shirts that say GYSA BOARD on the back. If one is not readily available, the concession stand workers can assist with finding someone on the board to assist.
 - i. Issues with referees should be handled by Ref Coordinator – Eric Motsinger
 - ii. If the Referee Coordinator is not available, any board member can assist.
- b. At conclusion of the game, if you are still unhappy with how things were handled:
 - i. Email complaints to RefereesGYSA@gmail.com
 1. Complaints must include:
 - a. Team Information (Gender, Age, Coaches Name)
 - b. Any information about the Referee (Name if possible, description)
 - c. General Information about complaint
 - d. Specific example of complaint
 - e. Contact information for follow-up.

2. Away Games

- a. Find a Board member for the organization of the field where you are playing. These board members have shirts that identify them as well, but color varies from field to field. If you cannot readily find one, the concession workers will assist in finding one to assist.
 - i. Issues with referees should be handled by the Board Member from that organization.
- b. At conclusion of the game, if you are still unhappy with how things were handled.
 - i. Email complaints to RefereesGYSA@gmail.com
 1. Complaints must include:
 - a. Phone Number.
 - b. Score.
 - c. Did you win or lose.
 - d. One thing the referee did well.
 - e. What law was misapplied or general complaint.

Addition Complaints, Information, or Accolades can be emailed to CommunicationGYSA@gmail.com

ALL OTHER COMPLAINTS

All Other Complaints will be emailed to Communication Coordinator at CommunicationGYSA@gmail.com

Complaints must Include:

1. General information about the complaint
2. Contact Information for follow-up.

INVESTIGATION AND RESOLUTION

The GYSA Board will investigate all complaints in an effort to resolve all issues quickly and in the best interests of all parties involved. The board will follow the following steps to resolve the issue:

REFEREE COMPLAINTS

1. The Referee Coordinator will investigate the complaint.
 - a. Information will be gathered from all parties involved in the complaint.
 - b. Information will be reviewed and brought to the board for discussion. *
2. The GYSA Board will deliberate the recommendations of the Referee Coordinator.
3. The GYSA Board decision will be sent to all parties involved in the complaint via method of contact given in complaint.

**Educational opportunities will be handled immediately by the Referee Coordinator and will not involve discussion by the overall Board.*

ALL OTHER COMPLAINTS

1. The Communication Coordinator will investigate the complaint.
 - a. Information will be gathered from all parties involved in the complaint.
 - b. Information will be reviewed and brought to the attention of the board for discussion.
2. The GYSA Board will deliberate the recommendations of the Communication Coordinator.
3. The GYSA Board decision will be sent to all parties involved in the complaint via method of contact given in complaint.

Any Complaints that cannot be resolved by The GYSA Board will be forwarded to the Five Points Board to review. The Five Points Board will then resolve the complaint in lieu of The GYSA Board.