

## **COMPLAINTS PROCEDURES**

Rumours can be a terrible thing, misleading and unfair to all concerned. Occasionally we hear of rumours of complaint but that is all they are rumours. They grow as they spread. No one seems prepared to put complaints in writing.

Everyone, player, parent/guardian, coach, manager, team official has the right to bring to our attention their worries and concern's. We hear that they are frightened to complain in case it is detrimental to their child's future hockey career. THIS IS NOT THE CASE. No child should be penalised in this way and WILL NOT BE. It also follows that team officials have the same rights.

Complaints have to be justified and valid.

Should you feel you have a justified complaint the following procedures will apply.

1. Put your complaint in writing, explaining all the issues concerns.
2. Hand this complaint to the TEAM MANAGER. (If the complaint is against the team manager hand the complaint to one of the team coaches.)
3. A copy of this complaint to be faxed posted or emailed to the General Manager.
4. The Team Manager/Coach will arrange a meeting between team officials to discuss the issues raised and try to resolve them.
5. Once the issues have been resolved the appropriate Manager/Coach will write to the complainant with the outcome of their decision or a solution to the problem. Again a copy faxed, posted or emailed to the General Manager.
6. Should the complaint be raised by a Team Manager, Coach or Team Official they then send their complaint, again in writing to the General Manager who will try and resolve the issues.
7. Any complaints that cannot be resolved, using the above methods will be handed over to the General Manager. Possibly getting everybody around the table to find a solution.