

Standard Operating Procedure: 2023-01

Approved by: KMFA Board, 2023

Safety: To ensure all procedures do not affect or endanger player, coach, volunteer, or parent safety.

Purpose: To document the process of how to file a complaint within the Kelowna Minor Football Association.

Responsibility: The KMFA board is responsible to ensure the process is documented, followed, resolutions are shared with complainant and corrective actions are taken.

Each team Manager is responsible for receiving the complaint and taking it to the Dispute Committee, as well as forwarding it to the Secretary for document retention.

The committee is comprised of a group of 3 board members, they will be designated by the board and be in good standing with the club

The Vice-President is responsible to follow the same if the complaint is about the manager.

The secretary is responsible for the retention of the information

The president is responsible to ensure the procedure is followed and shall follow up to ensure corrective actions have taken place

Procedure: For the first step, please follow the 24-hour rule procedure. When a complaint is made to a team manager or vice- president, the instruct the complainant to print off the procedure, and have the complainant fill it out. When it is filled out, the team manager or VP will contact the Secretary and provide the document to them. At this point, the committee will be advised that there has been a complaint and the form will be shared with them.

Next step, the dispute resolution committee will look at the complaint, if it is a simple process problem, the committee will look to solve it immediately and provide actions to the complainant. If an investigation is warranted, they will start the investigation process and document the findings. Once this is completed, they will file the forms with the corrective actions to the secretary and to the complainant. If they cannot come to a resolution, all of the findings will go to the board for a vote. When this is completed, all the forms and corrective actions will be forwarded to the committee and the Secretary and stored on the KMFA cloud storage system.

