

Policy 4.0

Creation Date: December 1, 2010

Amendment Date: August 2015

Policy Title – Complaint Process

Policy BCFOA will establish a process that will direct all letters of complaint through the Member Services Director of a specific region first to investigate and if of a minor nature, resolve to the satisfaction of the members involved.

Rationale: The purpose is to ensure a fair and consistent approach to handling complaints concerning the conduct of members of the Association. The complaints process encourages local and regional groups to work out their differences prior to forwarding a complaint to the Conduct Review Committee. Sometimes, complaints are of a minor nature or involve a dispute that can be resolved in a less informal approach than a full committee investigation. The underlying reason for this policy is to ensure that minor disagreements between members do not create larger issues within the organization.

Applicability: This policy applies to all active and inactive members of the BCFOA.

Procedure:

When the BCFOA receives a letter of complaint concerning the conduct of one of its members, the Secretary will make a copy of the letter and forward it to the Member Services Director of a specific region.

The Secretary will place the letter in a 'bring forward' file waiting for a response from the Member Services Director of a specific region.

The Member Services Director will review the complaint and if it involves conduct allegedly concerning physical assault, verbal abuse of players or coaches or moral issues then he shall inform the Secretary who will forward the complaint to the Conduct Review Committee.

If the complaint does not concern any of the above the Member Services Director will contact the official(s) involved in an effort to resolve the issue(s) directly. Through means that the Member Services Director will determine he will attempt to come to resolution between the parties that may be as simple as an apology, or an agreement not to work together for a specific period of time.

The Member Services Director will have 14 calendar days to reach a settlement and forward a report to the Secretary to close the correspondence file.

Should the Member Services Director not reach a satisfactory resolution, then he will inform the Secretary, who will forward the complaint to the Conduct Review Committee.

The Conduct Review Committee will conduct their process in accordance with the Constitution of the Association.