



NWSC - Complaints Resolutions Process

NWSC is a community club focused on providing every member a safe and respectful environment. We encourage that any incidents or disputes that may arise, are resolved in a respectful and kind manner between the parties that allows all parties to feel heard, understood and validated. Should this not be possible, please feel free to refer the matter to our NWSC Ombudsperson.

OUR COMMITMENT

The New Westminster Soccer Club (NWSC) is committed to providing quality services to all its members, and to their families, and volunteers. We welcome and encourage any feedback that will help us to improve our services, and we pledge to respond to all feedback in a courteous, respectful and timely manner. NWSC has a commitment to non-retaliation for those speaking up and making truthful report of actual or possible misconduct, complaint and/or conflict.

ASKING QUESTIONS

Please do not hesitate to raise any questions about our services. You can ask questions to your applicable Coordinator and/or NWSC Ombudsperson.

RAISING CONCERNS

If you have any concerns or complaints with any part of our service and/or another member of NWSC, we want to hear from you. By letting us know your concerns, we are given an opportunity to improve our services and to strengthen our mission. Concern(s) should be directed to the applicable **Coach, Manager or Coordinator**. If you are uncomfortable talking with the person directly, or if you are not satisfied with the response you receive, please approach the **NWSC Ombudsperson**.

MAKING A COMPLAINT

What is a complaint?

A "complaint" is a statement brought forward that a situation is unsatisfactory or unacceptable.

Who can make a complaint?

Complaints can be made by any members, their families, and volunteers. Minors (younger than 19 years old) should have a parent/guardian or other adult supporting the minor throughout the process.

How do I make a complaint?

You can make a complaint in writing via email directed to the *NWSC Ombudsperson*. Please see the *NWSC Conduct Policy Manual: Discipline and Complaints Policy*

What will happen next?

Within 2 days of making a complaint, you will receive an email to confirm that we received it. We will also contact you by phone. We will then begin a process for facilitation, resolution or investigation if needed. Upon completion, you will be informed of the results.

Is there a time-limit to making a complaint?

NWSC encourages individuals to report an incident or complaint within fourteen (14) days of the alleged incident. Should an incident or complaint be reported after fourteen (14) days, please let us know of the mitigating circumstances that may have arisen.

What about privacy?

You will need to give us your name and the name(s) of the other people involved when you make a complaint. However, we will maintain as much confidentiality as possible.

What if I'm not happy with the results?

There is an appeal process. Please see the *NWSC Conduct Policy Manual: Appeal Policy*.