



## ***PETERBOROUGH CITY SOCCER ASSOCIATION***

### **COMPLAINTS PROCEDURE**

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In the event that any member feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct have been broken they should follow the procedures below:

1. They should report the matter to the Club Administrator or in the absence of a Club Administrator, then the Club President. If this is not practical then any complainant is directed towards OS Policy 6.0 (Discipline and Complaints Policy) of Ontario Soccer Policies. Further guidance is available online ([www.ontariosoccer.net/ governing-documents](http://www.ontariosoccer.net/governing-documents)) to assist in dealing with Club Complaints including:

Provincial Harassment Officers  
District Harassment Officers  
Case Review Panels  
Child Social Services

2. Put their complaint in writing using a Complaint Form.
3. The Club Management Committee will sit for any hearings that are requested.
4. The Club Management Committee will have the power to:
  - a) Warn as to future conduct
  - b) Suspend from membership
  - c) Remove from membership any person found to have broken the Club's Policies or Codes of Conduct.