COMPLAINT POLICY & PROCEDURES

Policy Statement
The purpose of this policy is to provide a conduit for players to place their issue, concern, complaint or problem in writing to the OLHL Executive Committee.

Definition
The term ***complaint*** shall mean any disagreement, issue, concern or problem that an individual feels was not handled appropriately or expeditiously enough by a team or official. The term ***complainant*** will be use to define the person lodging the complaint, and the term ***person/team of concern*** will be used to define the person/team the complaint is about.

Procedures
Persons lodging complaints are reminded of the **forty-eight (48) hour rule** – this allows for a calming period of time and more rational approach to the problem or issue and in the end, a resolution. Members are to follow the instructions below:

1. Attempt to address the complaint/concern at the team level, bringing the matter to the attention of the Team Manager. If this is not feasible, or is not resolved satisfactorily, you can forward the complaint in writing to your Tier Liaison and/or proceed to step 2.

2. Submit the complaint in writing to info@olhl-renegades.com , attention Registrar/Mediator. Complaints must include the full name and contact information of the complainant, and as much detail as possible regarding the complaint and person/team of concern.

The Registrar/Mediator will contact the complainant to confirm receipt of the complaint and may request additional information.

All complaints will be entered into the next regularly scheduled Executive meeting minutes for reference only to the complaint number; no details will be entered into the minutes.

The complainant will be notified of any relevant action taken and when the complaint has been closed.

PLEASE ENSURE YOU MAKE AND KEEP COPIES OF ALL DOCUMENTATION THAT IS FORWARDED TO OLHL MEDIATOR FOR CONSIDERATION IN YOUR COMPLAINT.