

**JUNEAU SOCCER CLUB**  
**Complaints Procedure**

We hope that there will be few grievances in the Juneau Soccer Club, and we will do everything we can to make sure players and parents do not have to make complaints.

However, we recognize sometimes it may be necessary for complaints to be considered.

We know that it can be difficult to complain because people:

- Feel embarrassed or uncomfortable about “making a fuss”.
- Don’t want to upset the club.
- Fear that complaining will make things worse.

However, we are determined that all complaints will be taken seriously, and dealt with promptly and sensitively. We therefore have a complaints procedure.

1. Talk to the person who has upset you. One way to approach this is to:
  - a. Choose a time and place where you will not be interrupted and see if someone else will go with you.
  - b. State your complaint clearly and slowly.
  - c. Say what you want to happen. For example: “When you shout at my child, it makes him feel uncomfortable, and I would like you to stop doing it.”
  - d. When you have finished, listen respectfully to the other’s response if there is one, but do not get involved in arguments. Then walk away. Alternatively, contact the person in writing or by calling.
2. If you still feel dissatisfied after contacting the person, or if you feel that you should make the complaint to someone who will look into the matter for you, then talk to the JSC Director of Coaching (DOC), who will advise you on the best way to move forward. The DOC may ask you to agree to let him/her investigate your complaint by talking about it with the person concerned or arranging a meeting about it.
3. If you have tried to deal with the complaint yourself or through the Director of Coaching and it is still not resolved, you can ask the JSC Competitive Team Committee to look into it. Contacts for the CTC are available from the Director of Coaching.