

COMPLAINTS PROTOCOL - MITTE SUPERSONICS

To provide a clear and standardized approach for handling complaints within the club Mitte Supersonics, this protocol aims to ensure that complaints are handled promptly, fairly, and transparently.

This protocol applies to all complaints related to:

- Coaching methods or conduct.
- Player interactions (e.g., bullying, unfair treatment).
- Administrative issues (e.g., membership fees, equipment, scheduling).
- Facilities and safety concerns.
- Any other club-related matters that impact a member's experience.

Procedure for Filing a Complaint:

Informal Resolution: If possible, the complainant should attempt to resolve the issue directly with the person(s) involved (e.g., discussing a concern directly with the coach or teammate).

Formal Complaint Submission:

If the issue cannot be resolved informally, the complainant may submit a formal complaint:

1. Written Complaint: The complainant fills out a complaint form, which can be obtained from the club's website. The form should include:

- Name of the complainant (optional)
- Description of the complaint
- Date(s) and location of the incident(s)
- Any witnesses or evidence (if applicable)
- Desired outcome or resolution

→ The completed form should be submitted to the club's appointed Complaints Officers Lara Silva and Melanie Maddux (diversity@mittesupersonics.org).

2. Verbal Complaint. The complainant can directly address the club's appointed Complaints Officers Lara Silva and Melanie Maddux.

Handling of Formal Complaints

1. Acknowledgment

The Complaints Officers will:

- Acknowledge receipt of the complaint in writing within 3 business days.
- Provide the complainant with an estimated timeline for the investigation.

2. Investigation Process

- Confidentiality: The complaint will be handled with strict confidentiality.
- Interviews: The Complaints Officer may interview relevant parties, including the complainant, any witnesses, and the person(s) involved.
- Review of Evidence: All relevant documents, footage (if available), and statements will be reviewed.

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3. Resolution and Decision

- Decision: Based on the findings, the Complaints Officers will make a decision and propose an appropriate resolution, which could include coaching adjustments, issuing a formal apology, a warning, suspension, or other action such as involvement of police. Depending on the severity of the situation, the case will be reviewed by the entire committee. If a committee member is involved in the case, they will not be present at this meeting.
- The complainant and involved parties will be notified of the decision and any actions to be taken within 14 business days of the complaint's receipt, barring exceptional circumstances.

Appeal Process

If the complainant or respondent is dissatisfied with the resolution:

1. Appeal Submission: They may submit an appeal in writing within 7 days of receiving the decision.
2. Appeal Review: A separate Appeals Committee, consisting of unbiased members not involved in the original investigation, will review the complaint and resolution.
3. Final Decision: The Appeals Committee will issue a final decision within 10 business days, which will be communicated to all parties.

Record-Keeping and Monitoring

All complaints and resolutions will be documented and securely stored by the Complaints Officers. The club will review complaints annually to identify patterns and improve policies.

Anti-Retaliation Policy

Retaliation against anyone who files a complaint in good faith is strictly prohibited. Any instances of retaliation will be subject to disciplinary action.

Review and Updates

This protocol will be reviewed annually by the club's administration to ensure its effectiveness and compliance with best practices.