



Complaints Procedure

The following is the process and the procedure a party should follow, if they would like to file a complaint with South Simcoe United FC. It should be done in writing or by email. The reason for the complaint with specifics of the situation and/or parties involved should be clearly stated.

Complaint Escalation

All complaints should be forwarded in confidence to the attention of the Vice-President.

- 1 – Vice-President – vicepresident@southsimcoeunited.ca
- 2 – President – president@southsimcoeunited.ca
- 3 – Discipline Officer – discipline@southsimcoeunited.ca

Complaint Resolution

The complaint resolution process South Simcoe United FC will be as follows:

- 1 – Refer to the Applicable Code of Conduct
- 2 – Executive Committee, which may include Board of Directors
- 3 – OSA Dispute Resolution Process