

**STANDARD OPERATING PROCEDURE  
COMPLAINTS – INVESTIGATIONS – DISCIPLINE**

**1. PURPOSE**

To define mechanisms to report allegations and outline corrective action procedures for members associated with Marion Soccer Incorporated hereafter known as MSI.

To outline investigations of complaints by the MSI Board.

To establish a fair, unbiased process for which members are to be taught, disciplined, addressed, or reprimanded on behavioural issues, allegations, concerns, criticism, violations of rules, etc.

**2. SCOPE**

This will apply to any member representing MSI including but not limited to Referees, Coaches, Board members, Trainers, and other affiliated partners.

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*This policy does NOT address alleged physical or sexual abuse; if that occurs MSI Policy "Reporting Child Abuse" will be followed.*

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Types of complaints MSI may investigate include, but are not limited to: purposeful embarrassment or humiliation, disinterest in the feelings and sensitivities of others, rarely using praise or positive feedback, yelling, demeaning others, is personally dishonest or untrustworthy, creating a team environment based on fear or devoid of safety, is overly negative or overly focused on what athletes do wrong, is more interested in their own needs than those of the players or MSI organization, over-emphasizes the importance of winning, overly rigid or controlling, is not open to constructive feedback from players, other parents or the Board, uses excessive conditioning as punishment, ignores their athletes when angry or displeased, coaches through fear or intimidation, demonstrates poor communication skills, or reduces his/her athletes' joy and enthusiasm for the sport, may be investigated.

**3. DEFINITIONS**

Corrective action will be based on fact and/or observable behaviour. For example the complaint "The Coach was angry at the kids" will need further definition regarding what "angry" means such as "The Coach raised his voice and was telling the kids they were worthless while pointing his finger in their faces."

MSI Stakeholders include the children and families we serve as well as members of the community.

**4. RESPONSIBILITIES**

The President of MSI has overall responsibility for this policy.

The MSI Board has responsibility for hearing complaints, review investigatory, make determinations for immediate removal or issuing corrective action, vote on individual's performance once corrective action is complete, promote awareness of this policy.

## 5. SPECIFIC PROCEDURE

### Informal Complaint

1. Attempt to resolve the problem at the lowest level by speaking directly with the person you are displeased. MSI is not officially involved during this stage.

### Formal Complaint

1. If the complainant does not feel the issue was resolved during the informal stage please make the Division Coordinator aware of your concerns. You may find a list of all Board Members (including Division Coordinators) on our website [www.marionsoccer.com](http://www.marionsoccer.com).
2. If the complainant does not feel the issue is resolved you may seek resolution from the MSI Board of Directors in any of the following manners:
  - a. any person may complete a "Complaint Form" located on the MSI website ([www.marionsoccer.com](http://www.marionsoccer.com)); or
  - b. they may email their complaint to the Secretary of the Board at [marionsoccerinc@gmail.com](mailto:marionsoccerinc@gmail.com); or
  - c. they may send a letter to the MSI Board at P.O. Box 97 – Marion, Illinois 62959.

### Investigation

1. The Board will investigate all written complaints or allegations of improper conduct by a representative of MSI.

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*Verbal, non-behaviourally specific allegations (i.e. "He was mean" will not be investigated.*

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2. MSI Board members may conduct interviews, observe the representatives work within MSI, review records, etc.
3. Documented complaints will be addressed by the Board with the person(s) whom the accusations were made. The Board will document this conversation.
4. The board will then decide if there is cause to take corrective action or dismiss the complaint.

### Investigatory Outcome

Complaints related to infractions against any member of MSI may be investigated with any of the following outcomes:

1. Dismissal of complaint (unfounded allegations)
2. Offender placed on Corrective Action Plan
3. Offender placed on Probation
4. Offender placed on Suspension
5. Removal of the Offender

Issuing of Corrective Action

1. The Board will issue written notification of their investigative findings along with any corrective action (recommendations for improvement).
2. Recommendations will be specific to the instances that caused the corrective action and clearly call out the consequences of failure to meet required improvements, e.g. probation, suspension, limited league interaction, etc.
3. Recommendation will be dated for improvement activity and duration will be decided by the Board.
4. The representative will sign and return to MSI they have been notified. Failure to acknowledge may result in immediate further corrective action by the board.
5. Once the Board feels the person under corrective action has completed all level up program requirements, the member will be notified. Failure to meet all requirements may result in previously decided consequences. Ongoing or future complaints may be subject to immediate corrective action.
6. Board Secretary will keep records.

Issuing Probation, Suspension or Removal

1. The Board will issue written notification of their investigative findings along with notice of probation, suspension or removal from the program and any needed dates/timeframes.

**6. FORMS/TEMPLATES TO BE USED**

N/A

**7. INTERNAL AND EXTERNAL REFERENCES**

MSI Policy "Reporting Child Abuse"