

METRO SOUTH COMPLAINTS MANAGEMENT PROCESS

INCIDENT OCCURS
(Non- Tribunal Incident)



GAME DAY RESOLUTION
MANAGER to MANAGER

Team Official, parent, spectator or player inform their team manager of the incident. The team manager will try to resolve the incident on game day via the opposition team manager with the assistance of the match day official



IF A SATISFACTORY RESOLUTION CANNOT BE ACHIEVED
Team Manager contacts their Club President



CLUB LEVEL RESOLUTION
PRESIDENT to PRESIDENT

President contacts Opposing Club President. The two clubs via the Presidents and parties involved will attempt to resolve the incident/issue via "Club Level Resolution"



SATISFACTORY RESOLUTION

If both clubs are satisfied , contact to Competition Administrator via email notifying them of the incident and resolution.



COMPLAINT RESOLVED



COMPLAINT LODGED

If both clubs cannot resolve the issue, nominated person contacted (BY PRESIDENT ONLY) and mediation begins between both clubs.



COMPLAINT LODGED

If both clubs cannot resolve the issue, Competition Management contacted (BY PRESIDENT ONLY via On line Incident Report



DECISION FROM COMPETITION MANAGEMENT

Competition Management investigates matter and hands down decision inline with the Competition Rules and Regulations



APPEAL OF DECISION

Clubs may appeal decisions made by the Competition Management inline with Rules and Regulations Point 7 – *Disputes and Appeals*