

Complaint Management Process

Complaint/Dispute

Sent to PSO office in writing within 14 days of alleged incident or within 14 days of the end of the sport/league/competitive season, at the discretion of the individual filing the complaint.

President/Designate

Option given to both parties to resolve the dispute via Alternate Dispute Resolution (ADR)

Should both parties unanimously agree to Alternate Dispute Resolution (ADR)

Should all parties not agree to ADR, will follow Discipline & Complaints Policy

Dispute Resolution Policy

Discipline & Complaints Policy

Mediator/Facilitator appointed
Individual acceptable to all parties

Case Manager appointed
Individual not appealable

Format/timeline determined.

Case Manager determines if complaint is

Negotiated decision reached by timeline

Negotiated decision not reached by deadline

Frivolous

or

Non Frivolous

Decision final & binding

Dismissed immediately

Appoint Discipline Panel

Decision rendered

Appealable decision

Appeal Policy