WRFL COMPLAINTS FLOWCHART **HAVE A COMPLAINT?** On and off the field, complaints and grievances can happen in every sport. What's important is how quickly, fairly and effectively we can deal with them. Some matters can be resolved informally; others need to be addressed by the following formal procedures in place. LEAGUE / COMPETITION ISSUE TEAM/CLUB ISSUE **CHILD SAFETY ISSUE** Example; Issue on Match Day Complaint made REPORT MADE Complaint made to Team Manager TO to Team Manager or Coach of Team CLUB CSO or Coach of Team CLUB CSO CLUB PRESIDENT, UNRESOLVED RESOLVED REPORT ADMINISTRATOR ÓR TO LEAGUE CSC **JUNIOR** COÓRDINATOR Forward complaint to League CLUB COMMITTEE INFORMAL FORMAL **RESOLUTION RESOLUTION** INDEPENDENT NO FURTHER LEAGUE HEARING COMMITTEE CONCILIATION ACTION REQUIRED ACTION SETTLE DISMISS