



Greater Sudbury AAA Co-operation Committee Complaints Policy



Objective:

The AAA Committee recognizes that in the course of its activities, diverging opinions and difficulties can surface and subsequently complaints may arise concerning policies of the Committee or a practice of the Committee or one of its teams. Harassment and Abuse complaints are NOT covered by this policy.

Applicability:

- The AAA Committee will not adjudicate Harassment and Abuse complaints. Such complaints should be addressed to the particular Association under which the complainant's team is registered. Such complaints will then be addressed according to that Association's Harassment and Abuse Policy or their Code of Conduct. The Complaint Intake Form may be obtained at http://media.wix.com/ugd/19e5e5_40780d693d2c41e5b93fe287ee0ddd7b.pdf
- **Anonymous or verbal complaints will not be acknowledged.**
- Formal complaints must be submitted in writing to the AAA Committee
- Complaints will be dealt with in confidentiality.

Process:

Complaints regarding a Committee Policy or a practice of any team under the jurisdiction of the AAA Committee should be submitted on the form below OR via an email detailing ALL of the following:

- a) Complainant Name
- b) Complainant Telephone Number
- c) Date
- d) Topic
- e) Complaint (include ALL relevant details)

The email may be sent to the Chair of the Committee.

NOTE:

Upon receipt of any complaint, the Committee shall determine the appropriate body (either the AAA Committee or the Association under which the complainant's team is registered) which shall investigate and adjudicate the complaint.

The Committee will advise the complainant of its decision regarding this matter and if necessary, forward the complaint to the appropriate association.



Greater Sudbury AAA Co-operation Committee Complaints Policy



Complainant Name:

Date:

Telephone

Topic:

Complaint: (record all relevant details) *Add additional page(s) if required.*



Greater Sudbury AAA Co-operation Committee Complaints Policy



For Admin Purposes:

Received by:		Date:	
Communication with Complainant?	Name:	Date & Time :	
Comm. with Team Mgr. or representative?	Name:	Date & Time :	
Communication with AAA Committee Chair?	Name:	Date & Time :	
Complaint presented at the AAA Committee meeting on this date:			
Hearing of complaint meeting took place on this date:			
With following decision:			
<input type="checkbox"/> Complaint has merit	Resolution/action:		
<input type="checkbox"/> Denied	Reason:		
Decision communicated to complainant on Date & Time:			