



Policy 13 – Complaints, Discipline, Alternate Resolution & Appeals Policy

Club Name: Manitoba Rush FC
Policy Version Number: Version 1.0
Effective Date: April 2026
Approved By: Board of Directors
Next Review Date: April 2027

1. Purpose

To provide a fair, transparent process for addressing complaints and resolving disputes.

2. Scope

Applies to all Club participants.

3. Policy Statement

The Club will address complaints:

- fairly
- promptly
- consistently
- with appropriate documentation

4. Complaint Types

May include:

- conduct issues
- communication concerns
- policy violations
- disputes



5. Intake Process

Complaints must be submitted through:

complaints@manitobarushfc.com

6. Initial Review

The Club will determine:

- urgency
- safety risk
- jurisdiction
- appropriate process

7. External or Independent Referral

Where applicable, complaints may be referred to:

- ITP Sport
- external authorities

The Club will cooperate with such processes.

8. Resolution Options

- informal resolution
- mediated resolution
- formal review
- disciplinary action

9. Discipline

May include:

- warnings
- suspensions
- removal from role
- other appropriate measures



10. Appeals

Appeals may be permitted based on:

- procedural error
- new information
- fairness concerns

11. Confidentiality

All complaints are handled confidentially.

12. Related Policies

Policies 11, 12, 14

13. Review and Policy Owner

Policy owner: Board / Complaints Officer

Review authority: Board