FORMAL COMPLAINTS/APPEALS DOCUMENT 3

Essentially, this is an APPEALS document.

It registers a formal appeal against a

DECISION'OPERATION/SYSTEM, where a Centre or it's Players have complaint with a decision, operation or system made/carried out by the NWSL Match & Pennant Chairman, the Records Officer & / or the NWSL.

APPEALS MUST BE REGISTERED WITHIN 7 DAYS

A copy of this document will be forwarded to

.....the Records Officer

.....the NWSL Executive

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.....the Match & Pennant Chairperson

A copy will be retained by the Appellant/s and the Appellant's Centre.

A NWSL Executive member will be in contact with the Centre Operator within 5 working days'

The OFFICER/S / GROUP involved

NATURE OF COMPLAINT/APPEAL

question.....

Please briefly list DECISION/OPERATION/SYSTEM in

BRIEFLY EXPLAIN HOW YOU WISH TO HAVE THIS ISSUE

RESOLVED

APPELLANT/S (Name & Signature/s) CENTRE/CLUB

DATE

FORMAL CONPLAINT DOCUMENT 4

PROCEDURE FOR DEALING WITH COMPLAINTS AGAINST CONDITIONS

Should a complaint be registered formally with the Match & Pennant Chairperson about the Venue Conditions, the following steps will be taken to effect a remedy.

- 1. Notification of the complaint, in essence, will be forwarded to both the relevant Venue Operator and Club President for comment within 4 working days
- 2. If a problem is acknowledged then the Venue Operator is requested to state when it will be fixed. This is expected to be within a reasonable time.
- 3. If a problem is not acknowledged then a group of 3 representatives will meet with the Venue Operator and Club President to resolve the problem The 3 representatives are to be
 - - 1 1 Executive member Co-Ordinator
 - 2.1 Club President or Playing Member of the Club
 - 3.1 Venue Operator

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4. Where a problem exists that is not resolved, the Representatives have the power to set a FIX date.

5. If the problem is not rectified by that time, Finals will not be allocated to that Centre.

6. Contempt of action will most likely mean Pennant team exclusion in the following season.

