



Disciplinary and complaints procedure

Complaints Procedures

1. Players and parents should seek initially to resolve problems through their Team Manager. (Please see [contact details below](#)) Any complaint should be made in writing no earlier than 24 hours after the related incident or cause of complaint, ensuring you are abiding by the code of conduct and allowing the necessary cool down period to evaluate the complaint.
2. If the Team Manager is unable to resolve the problem, the written complaint will normally be passed on to the Executive Committee for consideration. A complainant who is not satisfied that this has occurred should write directly to the [Vice chair person \(mkstorm.vicechairperson@gmail.com\)](mailto:mkstorm.vicechairperson@gmail.com) explaining the problem.
3. If the complaint is about an action of a team manager, it should be brought to the attention of the Director of Coaching [and vice chair person \(mkstorm.vicechairperson@gmail.com\)](mailto:mkstorm.vicechairperson@gmail.com) in writing no earlier than 24 hours after the related incident or cause of complaint, ensuring you are abiding by the code of conduct and allowing the necessary cool down period to evaluate the complaint.
4. Any complaint about an action of the Director of Coaching should be communicated in writing to the Vice Chair in writing.
5. All written complaints addressed to either the Director of Coaching, the Vice Chair or passed on by a Team Manager, will be discussed and possibly investigated by the Executive Committee. A written response will be given within 14 working days on receipt of the complaint.
6. Any complaints about the action of the Executive Committee should be communicated in writing to the Chairperson. (mkstorm.chairperson@gmail.com)

[Contact details for age group manager](#)

mkstorm.U10manager@gmail.com
mkstorm.U12manager@gmail.com
mkstorm.U14manager@gmail.com
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