



WILOWS Formal Complaint Procedure

All formal complaints are to be sent to the Convenor within one week after the event.

A. Complaint about a referee

1. If players feel that there is a problem with a referee at a game, the team representative must decide whether a formal complaint is to be lodged.
 - a. If it is determined to be an observation but not a formal complaint, i.e. in the case of a referee not calling a game according to the WILOWS league rules but with no increased potential for injury, the Convenor should be informed in writing. The Convenor will keep a record of any such observations so that the league can keep track of repeat complaints about the same referee.
 - b. If it is decided that the referee's behaviour warrants a formal complaint, the team representative must send the complaint to the Convenor within one week after the game.
2. The Convenor will forward all observations and complaints concerning referees to the referee scheduler within 48 hours of receipt and request a response within one week. The referee scheduler will take whatever action she deems to be appropriate and will so inform the Convenor. The referee scheduler may take no immediate action because
 - a. the complaint is without merit; or
 - b. she is keeping track of observations and complaints from the league and will act only once she has received sufficient comments to establish the fact that a problem exists.
3. The Convenor will inform the members of the Executive Committee of the resolution of the complaint. Should the committee not agree with the proposed action to be taken, the President will contact the referee scheduler to follow up. She will inform the Convenor and Executive members if a meeting is required to discuss the situation further or if a satisfactory resolution has been reached.
4. The Convenor will immediately contact the person registering the complaint to explain any action that will be taken.

B. Complaints about a WILOWS member

1. The Convenor will accept from any member of the league a written complaint concerning the conduct of a player, team, team representative, coach, or Executive committee member. All complaints must be received no later than one week after the incident that provoked the complaint.
2. Within 48 hours of receiving a complaint, the Convenor will send written notice of the content of the complaint to the team representative of the WILOWS member named in the complaint, or to the Executive committee member named, and to all members of the Executive committee.
3. The team representative must immediately contact the player against whom the complaint has been lodged, to obtain from her a written explanation of the events that resulted in the complaint (if this person chooses to submit an explanation). This response must be forwarded to the Convenor no later than **one week from the day the team representative is informed** of the complaint
4. The Convenor will then assemble a committee of no less than three members of the Executive committee to review the complaint and the explanation.
5. The decision of this sub-committee must be communicated to the player and her team representative, and to the person who sent the original complaint, within a maximum of one week after receipt of the explanation.
6. In the event that the complaint involves a member of the Executive committee or her team, that committee member will not take part in the decision-making process.
7. An individual member or a team may be suspended or expelled from the league at any time if the person's/team's conduct is deemed by the Executive committee to be incompatible or detrimental to the welfare of the league.

Time limit	Action	Accumulated time
1 week	Lodge a formal complaint	7 days
48 hours	Convenor provides details of the complaint to the team rep of the person mentioned in the complaint and the Executive committee	9 days
1week	Team representative contacts person named in complaint, elicits an written explanation, if submitted, and forwards it to the Convenor	16 days
1 week	Sub-committee renders a decision and all parties are informed	23 days

C. Yellow and Red Cards

1. Yellow and red cards accumulate for two seasons - the current season and the season just prior to it. Cards from two seasons prior are no longer considered. This applies to the indoor and outdoor seasons. If a player has not played in the previous WILOWS season, she does not carry any accumulated cards into the current season though she may have accumulated cards two seasons prior. Cards awarded in other leagues are not relevant to WILOWS.
2. Any player serving a suspension must serve it on the bench. She must present herself to the referee before the game so that her presence can be noted on the game sheet and she must stay for the entire game.
3. The Statistician will keep a record of all yellow & red cards, using the referee's indications on the score sheets. Within 24 hours of receiving a game sheet with notation of a yellow or red card, she will so inform the President. She will inform the President when a player has accumulated sufficient yellow cards to warrant a suspension, and when a player has served a suspension on the bench.
4. After a red card has been awarded in a game, the President will also receive, by mail, the referee's report. The President will determine suspensions for yellow and red cards in accordance with the league's disciplinary charter. Any departure from the sanctions imposed by the charter will be presented to a committee of no less than three members of the Executive committee. The President will inform the Executive committee and the appropriate team representative(s) of game suspensions resulting from red and yellow cards.