

Standard Operating Procedure for Complaints

1. Receipt of Complaint:

- Acknowledge receipt of the complaint promptly by the Vice President of Football.
This shall be done via email with **ALL board members attached**
- Thoroughly understand the details provided by the parent.

2. Preliminary Assessment:

- Conduct an initial assessment to determine the nature and severity of the complaint.
- Ensure the complaint aligns with the Colonel Standard.

3. Communication with Petitioner:

- Engage with the parent to gather additional details if necessary.
- Assure the parent of a serious and thorough investigation within 7 days.
- Results from the investigation will be emailed to Petitioner within 7 days.
If more time is needed it will be recommended to the executive board.
- This shall be handled by the Vice President of Football along with the Secretary and a third person of Ledyard Youth Football.
The board will have a rotation for the third person

4. Investigate the Issue:

- Conduct a comprehensive investigation, including interviews and review of relevant documentation.
- Analyze any relevant data to gain a comprehensive understanding of the situation.
- This shall be handled by Vice President of Football along with the Secretary and a third person of Ledyard Youth Football

If investigation is on the Vice President of Football, the President of Football will lead the investigation. If the Secretary is being investigated, the Treasurer will take over as the Secretary in case.

5. Documentation:

- Maintain detailed records of the investigation, including statements and evidence.
- Ensure confidentiality while respecting the Colonel Standard.
- All notes from meetings, evidence and statements shall be filed and held by the Secretary of LYL.

6. Identify Corrective Actions:

- Based on the investigation, identify corrective actions to resolve the complaint and prevent future occurrences.
- Ensure that corrective actions address the root cause of the issue.

7. Develop a Preventive Action Plan:

- Develop a proactive plan addressing the root causes to prevent similar complaints.
- Implement policies, conduct regular audits, or provide additional training as necessary.
- Discuss with Executive Board the findings/ results of investigation

8. Assign Responsibilities and Deadlines:

- Assign responsibilities for implementing corrective and preventive actions.
- Clearly communicate tasks, deadlines, and expectations for each involved member to ensure accountability.

9. Coach Feedback:

- Share the investigation findings with the coach while respecting confidentiality.
- Implement appropriate corrective actions, such as additional training or disciplinary measures.

10. Monitor and Review:

- Continuously monitor progress on corrective and preventive actions.
- Regularly review the effectiveness of measures taken, making adjustments as necessary.
- Ensure full resolution of the complaint and implementation of necessary measures to prevent similar issues.

By integrating this SOP with the additional steps for thorough investigation, corrective and preventive actions, and ongoing monitoring, the Ledyard Youth League aims to address parent complaints promptly, maintain the Colonel Standard, and foster a positive environment for all participants.

