

ALPS Complaint Procedure

1. The discipline coordinator will accept from any ALPS rep, head coach of a discipline, or referee of an ALPS-sanctioned competition, a written complaint concerning the conduct of a player, team, coach, or parent. All complaints must be received no later than 48 hours after the incident that provoked the complaint.
2. Within 24 hours of receiving a complaint, the discipline coordinator will forward the complaint to the Executive committee who will determine whether to convene a disciplinary committee to deal with the complaint. If the coordinator deems the complaint to be serious enough, s/he may suspend the player/team until the committee has met and rendered a decision.
3. If a committee is to be convened, it shall consist of 3 to 5 members of the ALPS executive committee, including the discipline coordinator, however no one may serve on the committee if their home pool is involved in the incident.
4. The coordinator will send written notice of the content of the complaint to the ALPS rep of the pool named in the complaint and will request a phone call within 24 hours to confirm receipt of the complaint. If no phone confirmation is received, the coordinator will contact the pool directly to speak to the head coach or manager. If a disciplinary committee is to be convened, arrangements will be made for a meeting with representatives from the named pool, including the individual(s) named in the complaint.
5. The ALPS rep (or manager or head coach) must immediately contact the individual or team against whom the complaint has been lodged, to inform them of the complaint and that a written explanation of the events that resulted in the complaint may be submitted to the committee. This response, if any, will be accepted by the Coordinator **no later than 24 hours** from the time the individual or team is informed of the complaint
6. The discipline coordinator will then assemble a committee, as defined above, to review the complaint and the explanation. If representatives from the named pool, including the individual(s) named in the complaint, are requested to be present, they must appear before the committee. Failure to cooperate may result in suspension or expulsion from further ALPS competitions. The person who lodged the complaint and the referee may also be asked to appear. In all cases, the ALPS Code of Conduct will be used to determine whether or not the behaviour is acceptable.
7. The decision of the committee, and a description of any action that will be taken, will be communicated to the individual or team against whom the complaint has been lodged, the pool's ALPS rep and to the person(s) who sent the original complaint, within a maximum of 24 hours after the meeting. This decision will be considered final and irrevocable.

8. An individual member or a team may be suspended or expelled from ALPS competitions at any time if the person's/team's conduct is deemed by the Executive committee to be incompatible with the Code of Conduct.
9. A copy of relevant documentation will be kept by the ALPS secretary so that, in all cases, the situation will be recorded.

Time limit	Action	Accumulated time
Within 48 hours	A formal complaint is delivered to the coordinator by email and a telephone call. If the coordinator is not available by phone, the complaint must be delivered to another Executive committee member.	2 days
	The recipient immediately forwards the complaint to the Executive committee and calls to advise them of the complaint.	
24 hours	The available members of the Executive committee decide whether or not to convene a disciplinary committee.	3 days
24 hours	If a committee <u>will not</u> be convened, the coordinator phones and emails an explanation to the person registering the complaint. If a committee <u>will</u> be convened, a chair is selected who will handle communication. The chair provides the details of the complaint to the ALPS rep of the person mentioned in the complaint, by email and phone call, and requests a reply by email within 24 hours, with any explanation that may be offered. The ALPS rep/head coach/manager contacts person/team named in the complaint to inform them of the complaint, the meeting and the chance to provide an explanation within 24 hours.	4 days
24 hours	A written explanation may be submitted to the chair.	5 days
48 hours	A disciplinary meeting is held with the complainant and the person or team against whom the complaint was made. Other people may be asked to attend if clarification is necessary.	7 days
24 hours	The committee renders a decision and all parties are informed.	8 days