



Policy Number	REC-Admin 01
Policy Type	MINOR SPORT
Policy Name	Minor Sport Complaint Policy
Motion #	2025-030
Approved Date	March 4 ,2025

PURPOSE

To establish a clear and consistent process for addressing complaints related to the Recreation Department, ensuring that concerns are resolved efficiently and fairly while maintaining a respectful and constructive environment.

Policy Statement:

The Recreation Department/Committee values feedback and is committed to addressing complaints in a timely and effective manner. This policy provides a framework for managing complaints based on their nature, ensuring they are directed to the appropriate authority for resolution.

Scope:

This policy applies to all complaints involving the Recreation Department, including concerns about the Recreation Director, team members, processes, and programming.

Complaint Categories and Procedures:

1. Complaints About the Recreation Director:

- **Process:**

1. Complaints regarding the Recreation Director must be directed to the Chief Administrative Officer (CAO) from the Town of Eston.
2. The CAO will review the complaint, gather necessary information, and address the issue in accordance with municipal procedures.
3. The CAO will communicate the outcome of the review to the complainant in a timely manner.

2. Complaints About Recreation Staff:

- **Process:**

1. Complaints about staff members should first be directed to the immediate director.

- Example: Facility Staff complaints would first go to Facility Director (Manager); Booth Convener would go to Recreation Director.
- 2. If the complainant is uncomfortable addressing the issue with the Director/Manager, the concern should be escalated to the Recreation Director.
- 3. The manager or Recreation Director will investigate the complaint, take appropriate action, and provide feedback to the complainant.

3. Complaints About Processes, Policies, or Programming:

- **Process:**

1. Concerns about processes, policies, or recreation programming should be directed to the Recreation Director.
2. The Recreation Director will assess the issue and determine the best course of action.
3. If the concern involves community programming (e.g., Minor Hockey), the Recreation Director will collaborate with the relevant committee (e.g., Recreation Committee, Minor Hockey Committee) to address the issue.

4. Complaints About Team Member (Manager/Coaches etc)

- **Process:**

1. Concerns or complaints against Team members should be addressed to the Team Manager and give them the opportunity to address or explain.
2. If the complainant is uncomfortable addressing the issue with the Team Member, the concern should be escalated to the Recreation Director.
3. The Recreation Director will assess the issue and determine the best course of action.

General Guidelines for Complaint Resolution:

1. **Documentation:** All complaints should be documented, including the date, details of the complaint, actions taken, and the resolution.
2. **Timeliness:** Complaints should be acknowledged within [2 business days], and a resolution should be pursued promptly.
3. **Confidentiality:** All complaints will be handled confidentially, and information will only be shared on a need-to-know basis.
4. **Feedback Loop:** Once a resolution is reached, the complainant will be informed of the outcome.

Role of Committees:

- For community-based concerns, such as issues involving Minor Hockey or other programs, the relevant committee (e.g., Minor Hockey Committee) will be involved to provide guidance and support in addressing complaints.

- This approach helps ensure the Recreation Director's time is managed effectively and allows for community collaboration in resolving issues.

Appeal Process:

If a complainant is dissatisfied with the resolution, they may appeal to:

1. The CAO for complaints about the Recreation Director or overarching departmental issues.
2. The Town of Eston Council for unresolved or escalated complaints. This will be communicated to the RM Council.

Policy Review:

This policy will be reviewed annually by the Recreation Committee Policy Committee with recommendation to both Councils to ensure its effectiveness and alignment with municipal and community needs.