



Complaints Procedure

1. Initial Resolution by Team Manager

- Players and parents shall initially seek resolution for any disputes or issues by approaching the Team Manager. Contact details are provided below.
- Complaints must be submitted in writing no sooner than 24 hours following the incident or the origin of the grievance to ensure an appropriate cooling-off period for objective assessment.

2. Escalation to the Executive Committee

- Should the Team Manager be unable to resolve the issue, the complaint, in writing, shall be escalated to the Executive Committee for further consideration.
- If the complainant is dissatisfied with the resolution or lack thereof, they are entitled to submit the complaint directly to the Vice Chairperson via email at mkstorm.vicechairperson@gmail.com, with a comprehensive description of the issue.

3. Complaints Involving Team Managers

- If a complaint pertains to the conduct or actions of a Team Manager, the written complaint must be directed to both the Director of Coaching and the Vice Chairperson at mkstorm.vicechairperson@gmail.com.
- The complaint shall adhere to the mandatory 24-hour waiting period after the incident to allow for a proper cooling-off period.

4. Complaints Against the Director of Coaching

- Any complaint regarding the actions or decisions of the Director of Coaching shall be formally submitted in writing to the Vice Chairperson.

5. Executive Committee Review

- All formal written complaints addressed to the Director of Coaching, Vice Chairperson, or received from a Team Manager shall be reviewed and may be subject to an investigation by the Executive Committee.
- A formal written response shall be issued to the complainant within fourteen (14) working days from the date of receipt of the complaint.

6. Complaints Involving the Executive Committee

- Complaints regarding the actions or conduct of the Executive Committee shall be directed in writing to the Chairperson via email at mkstorm.chairperson@gmail.com.

Contact details for age group managers

mkstorm.U10manager@gmail.com

mkstorm.U12manager@gmail.com

mkstorm.U14manager@gmail.com

mkstorm.U16manager@gmail.com

mkstorm.under16girls@gmail.com

mkstorm.U18manager@gmail.com

mkstorm.pathway@gmail.com