

****IN CASE OF QUESTIONS OR DIFFICULTIES - COMMUNICATION CHAIN AND INTERVENTION LEVEL****

- 1) Wait for 24 hours before initiating communication.
- 2) Prioritize communication through email.
- 3) If you encounter an issue during training, have questions about competition schedules, etc., schedule an appointment with your child's coach. You can briefly discuss with them at the end of the training or arrange an appointment for this purpose.
- 4) If you are not satisfied with the outcome after attempting to resolve the issue with the coach, the next level of intervention is the Head Coach (Gatineau) or the Sector Manager (Gatineau, Aylmer, Buckingham, and Hull), or the Technical Director (Sport-Studies).
- 5) If you do not receive the desired response from the head coach or sector manager, the next level of intervention is the Technical Director.
- 6) If the desired response is still not obtained from the Technical Director, the next level of intervention is the General Manager.
- 7) In case of persistent dissatisfaction, an individual can file a written complaint using the club's complaint management procedure (See Appendix 4).

Appointments

Meetings between parents and coaches can be scheduled before or after training, but only by appointment. Coaches reserve the right to limit the duration of these meetings. You can discuss with the coaches or leave a message with the club if you wish to arrange a meeting.

****ANNEXE 4 - COMPLAINT FORM****

Date: _____

Complainant: _____

Athlete's Name: _____ Group: _____

Address: _____

Phone: _____ Email: _____

Area: ☐ Gatineau | ☐ Hull | ☐ Aylmer | ☐ Masson-Angers

Detailed Complaint Statement:

For Administration Use Only:

Complaint received by: _____ Date: _____

Is this a recurring complaint? ☐ Yes ☐ No

If yes, please specify the date: _____ Forwarded (for action): _____

Action Taken:

Follow-up required: ☐ Yes ☐ No