



HOUSELEAGUE COMPLAINTS, SUGGESTIONS & ISSUES PROCEDURES

AS MUCH AS THE MMBA, IT'S COACHES AND VOLUNTEERS ENDEAVOUR TO CREATE AN IDEAL ATMOSPHERE FOR ALL, WE REALIZE THAT THINGS ARE NEVER GOING TO BE PERFECT AND WE ENCOURAGE THE INPUT OF OUR PARENTS AND MEMBERS.

- 1.) IF YOU WITNESS OR EXPERIENCE AN ABUSIVE OR HARASSING SITUATION (PLEASE READ OUR POSTED POLICY ON THESE MATTERS), PLEASE REPORT THIS SITUATION IMMEDIATELY TO THE PRESIDENT OR VICE-PRESIDENT OF THE MMBA.

- 2.) IF YOU HAVE A SUGGESTION, COMPLAINT OR ISSUE OTHER THAN WITH RESPECT TO COACHING, PLEASE FORWARD YOUR EMAIL OR WRITTEN DETAILS TO YOUR RESPECTIVE DIVISION CONVENOR AND YOUR MATTER WILL BE REVIEWED IN CONJUNCTION WITH THE DIRECTOR OF HOUSELEAGUE AND POSSIBLY THE MMBA EXECUTIVE DEPENDING ON THE NATURE OF THE INFORMATION PROVIDED. A WRITTEN RESPONSE WILL FOLLOW IN A TIMELY MANNER.

- 3.) IF YOU HAVE A SUGGESTION, COMPLAINT OR ISSUE CONCERNING A COACHING MATTER, WE ENCOURAGE YOU TO FIRST BRING IT TO THE ATTENTION OF YOUR TEAM'S HEAD COACH. WE STRONGLY ADVISE YOU TO WAIT AT LEAST 24 HOURS BEFORE APPROACHING THE COACH WITH YOUR MATTER AS TO ALLOW FOR A POTENTIALLY NEEDED COOLING DOWN PERIOD. IF YOU ARE ULTIMATELY DISSATISFIED WITH YOUR COACH'S RESPONSE, YOU ARE TO FORWARD AN EMAIL OR FORMAL WRITTEN DETAIL OF YOUR MATTER TO YOUR RESPECTIVE DIVISION CONVENOR FOR REVIEW AND REFERRAL TO THE DIRECTOR OF

HOUSELEAGUE. DEPENDING ON THE SEVERITY OF THE DETAIL PROVIDED, THE MMBA EXECUTIVE MAY BECOME INVOLVED. AN APPROPRIATE RESPONSE IN WRITING WILL FOLLOW IN A TIMELY MANNER.

PLEASE BE ADVISED THAT ALL NECESSARY CONTACT INFORMATION IS POSTED IN OUR WEBSITE AND PLEASE REMEMBER THAT NO CREDENCE OR ACKNOWLEDGEMENT WILL BE GIVEN TO ANY MATTERS BROUGHT FORTH THAT ARE ANONYMOUS IN NATURE.

MMBA BOARD OF DIRECTORS