

## **Complaint**

A request for assistance. It is a request for a rules interpretation, a rule to be created because facts require it or a belief that a wrong has been done and requires correction.

All Complaints must:

1) Specifically refer to the Rule in the manual that is being violated. (Refer to Page No. and Item very specifically).

2) Should a Rule not exist to resolve your problem or wrong, then provide a simple statement on the problem form.

**No complaint can result in the overturning of a game's result, although point forfeiture and other penalties may result from a complaint that has been upheld.**

## **Types of RAD**

The SYL has four (4) types of RAD. By playing in the SYL, your Team Management and players agree to utilize this process exclusively for the resolution of all disputes. Each type has its own progressive steps of review and final resolution. Each type and each step have very exacting requirements, both in format and timing. The party that misses or errs in format and/or does not adhere to time schedules loses a complaint, all rights to proceed and the decision, or in some cases the non-decision at the last step properly undertaken is final and binding.

### **The four (4) types of RAD are as follows:**

1) A complaint about events that occur on the field of play during a game, pre-game or post game, affecting some component or outcome of the game.

A complaint may involve:

- a) players, field and/or bench including coaching and/or statistical or other persons supportive of the game itself.
- b) management, coaches, trainers and related personnel.
- c) fans, spectators or camera-media persons.

**These complaints have a direct bearing on the game, future game, and/or games' outcome.**

2) A complaint between your team management and another team management and/or players that is not about events upon the field or surrounding a game. These complaints are purely business and have no direct impact on a game's outcome

3). A complaint about the League, League office, officer, staff member and/or official of some type

Executive Committees in their official capacity (not as Team Owners, but as a League official.)

4). A complaint about a referee, linesman or related person.

**There are no additional types of complaints and only if the League Executive Committees permit it, will any other complaint ever be permitted.**

## **Filing a Complaint**

The process for a Type 1, RAD Complaint is:

A complaint about events that occur on the field of play during a game, pre-game or post game, affecting some component or outcome of the game.

A complaint may involve:

- a) Players, field and/or bench including coaching and/or statistical or other person supportive of the game itself.
- b) Management, coaches, trainers and related personnel.

c) Fans, spectators or camera-media persons.

These complaints have a direct bearing on the game, future game and/or games' outcome(s).

a) The complaint must be completed, reduced to writing, including a required proposed outcome within two (2) workdays of the event. A Friday game requires a complaint by Tuesday 5:00 PM, local team entity time. A Saturday or Sunday game would require a complaint (at the latest) also by Tuesday at 5:00 PM. All times are local as to the person required to make the submission. Early submission is requested.

b) The complaint must be accompanied by a Cashiers Check in the amount of \$100.00 to cover administrative cost for the complaint. This must be postmarked within two (2) workdays of the event.

c) The only extension of time will be for an event or events that are not discovered until later, in this case, 48 hours from discovery of the time when the event could or should have been discovered by you. This should be a very rare occurrence. An extension can be granted only in writing and only upon a detailed request to the League Office.

d) The complaint and other available documentation needs to be faxed prior to the deadline (5:00PM, as related in Item 1, above) to all of the following persons. Use the attached form, which can be supplemented as needed by additional sheets.

1). League Office

2). Party (Parties) and/or Team (Teams) complained of. In the case of the complaint about any team personnel service is to the fax machine of the employing Team.

e) A video, VHS format, of the game must accompany (follow) the fax, sent overnight to the League Office. Only if the complaint is pre-or post-game related and no video exists with no game tie-in will there not be a need to send a video. A video must accompany all other complaints. No complaint will be considered without the best possible video available.

f) The Team complained of will have 24 hours to communicate a position, written response and objections to the same parties reference in Item 3, above. A fax needs to go to the complaining party, of course, so they know the response.

g) The League Office will make a decision within seven (7) working days following receipt of the original complaint.

***Note: This is a fast process. It needs to be because discipline, if warranted, must be immediate and impact the next game, if possible.***

Should either party desire a continuance, one may be granted at the sole discretion of the Commissioner. A fax detailing the requested continuance, agreed-upon time frame, if possible, and clear reasons why adherence to the regular policy is not possible or not advisable, is required.

Nothing precludes the parties privately and/or at the direction of Commissioner from mutual attempts at resolution. Teleconferencing may be required, as may be beneficial.

h) If more than one Team entity, player, etc. is involved in the complaint or there are similar complaints, one representative shall be selected to represent the others and proceed on behalf of all of them, final binding and exclusive resolution of any and all complaints, regardless of form.

Failure to proceed at any level shall be treated as an acceptance of the written previous decision. Points from league standings may be deducted due to disciplinary decision.

The process for a Form 2, RAD Complaints is:

A complaint between your team management and another team management and/or players that is not about events upon the field or surrounding a game. These complaints are purely business and have no direct impact on a game's outcome.

a) The complaint must be completed, reduced to writing, including a required proposed outcome within ten (10) days of the event, faxed not later than 5:00 PM on the 10th day. All times are local as to the person required to make the submission. Early submission is requested.

b) The complaint must be accompanied by a Cashiers Check in the amount of \$100.00 to cover administrative cost for the complaint. This must be postmarked within two (2) workdays of the event.

c) The only extension of time will be for an event or events that are not discovered until later, in this case ten (10) days from discovery or the time when the event could or should have been discovered by you. This should be a very rare occurrence. An extension can be granted only in writing and only upon a detailed request to the League Office.

d) The complaint and other available documentation needs to be faxed prior to the deadline (5:00 PM, as related in Item 1, above) to all of the following persons. Use the attached form, which can be supplemented as needed by additional sheets:

- 1). League Office
- 2). Party (Parties) and/or Team (Teams) complained of. In the case of a complaint about any Team personnel service, is to the fax machine of the employing Team.

e) A video, VHS format, of the game must accompany (follow) the fax, sent overnight to the League Office. Only if the complaint is pre- or post- game-related and no video exists with no game tie-in will there not be a need to send a video. A video must accompany all complaints unless such an inclusion is ridiculous, based upon the complaint.

No complaint will be considered without the best possible video available, if applicable.

The video is sent directly to the League Office.

f) The Team complained of (Respondent) will have 72 hours to communicate a position, written response and objections to the same parties referenced in Item 3, above. The fourth fax needs to go to the complaining party, of course, so they know the response.

g) The League Office will either: refer the complaint to a RAD committee who shall render a decision within seven (7) days of consideration of evidence or make a decision within seven (7) working days following receipt of the original complaint.

Note: This is a deliberate process. It needs to be because discipline, if warranted, must be immediate and impact appropriate.

h) If more than one Team entity player, etc. is involved in the complaint or there are similar complaints, one representative shall be selected to represent the others and proceed on behalf of all of them.

The process for a Form 3, RAD Complaint is:

A complaint about the League Office (Note- all complaints regarding actions or inaction on the part of League Officers, employees, staff members and Owners Committee members acting in their official capacity as league officials are to be brought as complaints against the League Office).

Note: A complaint or discipline against a Team and/or other party originated by the Commissioner or League falls into this category as well.

- a) The complaint must be completed, reduced to writing, including a required proposed outcome within two (2) workdays of the event. A Friday game requires a complaint by Tuesday 5:00 PM, local Team entity time. A Saturday or Sunday game would require a complaint (at the latest) also by Tuesday at 5:00 PM. All times are local as to the person required to make the submission. Early submission is requested.
- b) The complaint must be accompanied by a Cashiers Check in the amount of \$100.00 to cover administrative cost for the complaint. This must be postmarked within two (2) workdays of the event.
- c) The only extension of time will be for an event or events that are not discovered until later, in this case, 48 hours from discovery or the time when the event could or should have been discovered by you. This should be a very rare occurrence. An extension can be granted only in writing and only upon a detailed request to the Commissioner.
- d) The complaint and other available documentation needs to be faxed prior to the deadline (5:00 PM, as related in Item 1, above) to all of the following persons. Use the attached form, which can be supplemented as needed by additional sheets.
- 1). League Office
  - 2). Party (Parties) complained of.
- e) The person complained of will have 7 days to communicate a position, written response and objections to the same parties referenced in Item 3, above.
- f) The League Office will make a decision within seven (7) working days following receipt of the original complaint.

***Note: This is a fast process. It needs to be because discipline, if warranted, must be immediate and impact the next game, if possible.***

Should either party desire a continuance, one may be granted at the sole discretion of the Commissioner. A fax detailing the requested continuance, agreed-upon time frame, if possible, and clear reasons why adherence to the regular policy is not possible or not advisable, is required.

Nothing precludes the parties privately and/or at the direction of Commissioner from mutual attempts at resolution. Teleconferencing may be required, as may be beneficial.

g) If the complaint has not been satisfactorily settled with the Commissioners answer, the Complainant and/or Respondent has up to a maximum of seven (7) days to request a final determination by a SYL Arbitration panel chosen from a list of disinterested SYL owners and general managers within the particular league of the complainant agreed upon by the parties. A request for arbitration shall be accompanied by a cashier's check in the amount of \$200.00.

The process for a Form 4, RAD Complaints is:

A complaint about a referee, linesman, or related person.

- a). The complaint must be completed, reduced to writing, including a required proposed outcome within two (2) workdays of the event. A Friday game requires a complaint by Tuesday 5:00 PM, local Team entity time. A Saturday or Sunday game would require a complaint (at the latest) also by Tuesday at 5:00 PM. All times are local as to the person required to make the submission. Early submission is requested.
- b). The complaint must be accompanied by a Cashiers Check in the amount of \$100.00 to cover administrative cost for the complaint. This must be postmarked within two (2) workdays of the event.
- c). The only extension of time will be for an event or events that are not discovered until later, in this case, 48 hours from discovery or the time when the event could or should have been discovered by you. This should be a very rare occurrence. An extension can be granted only in writing and only upon a detailed request to the League Office.

d). The complaint and other available documentation needs to be faxed prior to the deadline (5:00 PM, as related in Item 1, above) to all of the following persons. Use the attached form, which can be supplemented as needed by additional sheets.

1). League Office

e). A video, VHS format, of the game must accompany (follow) the fax, sent overnight to the League Office. A video must accompany all complaints.

No complaint will be considered without the best possible video available.

f). The League Office will either: refer the complaint to a RAD committee who shall render a decision within seven (7) days of consideration of evidence or make a decision within seven (7) working days following receipt of the original complaint.

***Note: This is a fast process. It needs to be because discipline, if warranted, must be immediate and impact the next game, if possible.***

Should either party desire a continuance, one may be granted at the sole discretion of the Commissioner. A fax detailing the requested continuance, agreed-upon time frame, if possible, and clear reasons why adherence to the regular policy is not possible or not advisable, is required.

Nothing precludes the parties privately and/or at the direction of Commissioner from mutual attempts at resolution. Teleconferencing may be required, as may be beneficial.

#### **RAD Panel**

The League Office shall have the authority to convene a three person RAD panel from the pool of owners and general managers of disinterested SYL/A-League teams to hear Form 2 or Form 4 complaints when it deems referral to be in the best interests of the league.

**Multi-Use Form For all Complaints**

Person or Team making Complaint: \_\_\_\_\_

Date Written: \_\_\_\_\_

Date of Complaint-Events: \_\_\_\_\_ (If more than one event date, explain in fact narrative) \_\_\_\_\_

Specifically state the Rule Page/Number violated and describe violation: \_\_\_\_\_

Is a video of the event available? \_\_\_\_\_

**Fact Narrative**

Explain the nature of your Complaint: \_\_\_\_\_

(Remember, explain who, what, why, when, where, and how. Use additional sheet, if necessary.)

Your proposed outcome/resolution, be specific and complete. No Complaint will be considered without a proposed resolution: \_\_\_\_\_

Submitted by \_\_\_\_\_

Signed by Team Management

Print Name

Team Name: \_\_\_\_\_

\$100 Cashier's Check must accompany this form.

# **Review, Appeals, & Discipline**