



## **FUSION Complaints Procedure**



If on ice the skater must speak to the coach first.

Any complaints must be put in writing and given to the Synchro Manager. The Synchro committee and coaches will be shown the complaint. It might be the case that a coach can deal with it as the whole team might be affected and all will need to be addressed.

It will be a Synchro committee's decision as to what the next step should be. If minor it will be handled within Synchro committee with the coaches' awareness of the situation.

If the problem is major or cannot be resolved within the Synchro committee it will then go to BISC to be resolved by the BISC committee