

Formal Complaint Process

While as an Executive we hope you will feel positive about our club, should you have a complaint regarding your child's involvement, we'd like to suggest the following guidelines:

- never directly to the coach, during a tournament, or immediately following a game
- wait 24 hours to decide if you feel you need to voice your complaint
- if yes, contact the team manager, or any member of the executive and your concern will be addressed (contact information on website: www.kwwaterpolo.com)

A few points to remember:

- all coaches are 100% volunteer
- tournament team selection is based on a number of factors: age, experience, numbers allowed, attendance at practice, ability and attitude.
- players within the appropriate age level for a tournament will be selected ahead of players from lower divisions "playing up" whenever possible
- by OWPA standards, we are considered a "competitive" club, as opposed to "recreational", so coaches will play to win
- efforts are made to allow as much play as possible to all: league days, "practice" tournaments and extra play when game score gaps are "comfortable"
- it is a privilege to be invited to play in a tournament, but participation is always optional, provided sufficient notice is given as this affects the costs and planning for a travelling team