



APA

COMPLAINT

INITIATION

POLICY

ABBOTSFORD PICKLEBALL ASSOCIATION



1. POLICY STATEMENT

This Policy shall detail the manner in which Abbotsford Pickleball Association receives and recognizes complaints free of any intimidation, coercion or repercussion.

2. CONTEXT/BACKGROUND

To ensure consistency in reporting, to recognizing the magnitude of the complaint, to protect the privacy of the reporting individual or entity and to encourage complaints to be initiated as determined by circumstances, the initial response parameters should be delineated as a standard approach.

3. APPLICATION

This Policy shall apply to all individuals and entities participating in Abbotsford Pickleball Association programs, activities and events.

4. ROLES / RESPONSIBILITIES

Any individual or entity who believes they have been wrongly served or believes others may be wrongly served or an individual or group is not complying with the basic tenets that Abbotsford Pickleball Association has or may have espoused, may initiate a formal complaint.

Abbotsford Pickleball Association's Vice President has been designated as the first line recipient for all complaints including any verbal pre discussions. To avoid a conflict should the Vice President be the subject of a complaint, the President or any other Board member may be called upon to receive the complaint.

5. COMING INTO FORCE

Adopted at Board Meeting August 11, 2025