

MASRU Complaint Process

Effective November 17, 2009, the Madison Area Soccer Referee Unit (“MASRU”) shall use the following procedure to receive, review and act upon complaints about deviations from expected standards of conduct for (1) MASRU referees and (2) Madison Area Youth Soccer Association (“MAYSA”) members (players, teams, parents, coaches, clubs and administrators).

Note Well: For MASRU referees, the submission of an electronic match report via the Arbiter online system to MAYSA (the “competition authority” for youth matches played under United States Soccer Federation jurisdiction in the Wisconsin Capitol region) is the approved procedure to report a match’s events and decisions involving the misconduct of players, teams, parents, coaches, and other certified sideline personnel. A referee also may use the match report to inform MAYSA about referee misconduct.

Referee Complaint > Reviewer > Recommendation > Responder > Remedy for Referee

1. The MASRU Board annually will ask its active members to volunteer for two seasons (Spring and Fall) of service as a “reviewer.”
2. The MASRU Board will use the criteria given in Table 1 (below) to select 5 to 10 volunteers as reviewers for 2010.
3. Reports:
 - A MASRU referee will submit match reports to MAYSA to document conduct issues; a referee may supplement the match report by submitting the “Referee Comments to MASRU” form available at the MASRU website.
 - A MAYSA coach will submit a conduct complaint ONLY via the “Coach Feedback to MASRU” form available at the MASRU website.
 - MAYSA staff will submit the complaint-materials drawn from match reports or received via other means ONLY via the corresponding form available at the MASRU website.
4. A MASRU Board officer will assign the complaint-submission to a MASRU reviewer and request a recommendation within 72 hours.
5. The MASRU reviewer will:
 - Categorize the submission’s complaint(s) according to Tables 2 and 3 (below), ignoring complaints that do not address the relevant Codes of Ethics and Conduct.
 - If the reviewer concludes that the number of complaints in the submission requires an additional reviewer, the assigning MASRU Board officer will appoint an assistant reviewer to the case.
 - The reviewer(s) will interview the parties to the complaint and learn the facts relevant to alleged deviations from expected conduct.
 - The lead reviewer will report the facts to the assigning MASRU Board officer and recommend remedies, using the “Expected Remedies” given in Tables 2 and 3 below.
6. The assigning MASRU Board officer will assign the report and recommendation to the appropriate MASRU “responder” per Tables 2 and 3 below (e.g., MASRU instructors; WisRef regional referee administrator; MAYSA staff).
7. The MASRU responder will adapt and carry out the recommended remedy in a timely manner.
8. The MASRU responder will report to the assigning Board officer the outcome of the remedy.
9. The assigning MASRU Board officer will archive all materials generated and close the case.

Table 1. Expected Standards of Conduct for MASRU Complaint-Reviewers.	
Impartial.	Not discriminate against any individual group on the basis of race, color, religion, sex or national origin. Not participate in any fact-finding in which (1) the subject is a team, player or other person where there is a vested interest or (2) involving a game where they served as a game official.
Thorough.	To the best of reviewer's ability, interview all parties to a complaint within 48 hours of receipt.
Quick.	Complete and forward review of complaint to assigning MASRU Board officer within 72 hours of receipt.
Knowledgeable.	Know well LOTG, USSF Referee Code of Ethics, game and misconduct reporting requirements and relevant policies of governing bodies (USSF, Wisconsin, MAYSA, MASRU).
Respectful of Parties to Complaint.	Seek facts and clarifications in deliberate and ethical manner. Offer no interpretations or expectations-of-remedy to parties.
Respectful of Process.	Report findings relevant only to "deviations from expected conduct by MAYSA or MASRU members" only to assigning MASRU officer per MASRU complaint process.
Of Considered Counsel.	Apply balance and commonsense to recommendations for remedies.

Table 2. Standards of Conduct and MASRU Complaint-Handling Process.

Expected Conduct by Referees	Description	MASRU Reviewer Refers Recommendation to MASRU Responder:	Expected Remedy:
Knowledgeable and Effective.	Know the Laws of the Game, their proper interpretation and their application.	MASRU Instructors	Remedial LOTG training for referee
Reliable.	(1) Faithfully keep all appointments assigned to and accepted by me. (2) Report team no-shows when referee not notified of game-change. (3) Accept only the appropriate game fee.	(1) & (2) USSF Assignor (3) USSF Assignor & District Referee Administrator	(1) Warning on 1 st offense; Loss of 3 game assignments on 2d; Loss of assignments for remainder plus 1 season on 3d (2) Ask MAYSA to direct club to pay referees (3) Per USSF Referee Administrative Handbook
Respectful of The Game.	(1) Officiate matches in a fair and safe manner that ensures player and spectator enjoyment. (2) Not make statements about any games except to clarify an interpretation of the Laws of the Game.	(1) MASRU Instructors (2) WisREF District Administrator	(1) Remedial training on player management for referee (2) Per USSF Referee Administrative Handbook
Zero Tolerance for Harassment.	(1) When a coach, player or fan is harassing me, I communicate with the coach only, and do so privately. (2) I never approach a harassing parent or fan.	(1) & (2) MASRU Instructors	(1) & (2) Remedial training on Zero Tolerance policy for referee; forward harassment report to MAYSA
Loyal and Supportive.	(1) Be loyal to my fellow officials and never knowingly promote criticism of them. (2) Always strive to achieve maximum teamwork with my fellow officials.	(1) MASRU Board (2) MASRU Instructors	(1) Review USSF Code of Ethics with referee (2) Remedial training on teamwork among officials
Respectful of the Teams.	Control the players and coaches effectively by being courteous and considerate without sacrificing fairness.	MASRU Instructors	Remedial training on player and coach management for referee
Impartial.	(1) Not discriminate against nor take undue advantage of any individual group on the basis of race, color, religion, sex or national origin. (2) Not referee in any match where there is a vested interest.	(1) & (2) District Administrator	(1) & (2) Per USSF Referee Administrative Handbook
Fit.	Maintain my physical fitness.	MASRU Instructors	Review USSF Code of Ethics with referee

Table 3. Expected Standards of Conduct for MAYSA Members.

All Players, Teams, Parents, Coaches, Clubs and Administrators:		MASRU Refers Complaint to:
Respectful of Referees.	All shall show the utmost respect to referees at all times and abide by MAYSA's Zero Tolerance Policy regarding abuse towards referees. Need not agree with the decisions of referees but are fully expected to accept and abide by the decisions.	MAYSA Staff
All Players & Teams:		
Respectful of Other Participants.	Shall be respectful to opponents, game officials, spectators and the field of play itself before, during and after every training or match.	MAYSA Staff
Fair Play.	Shall never use profane language, taunt opponents or attempt to injure an opponent in any manner.	
Coaches:		
Knowledgeable of LOTG.	Must have a full understanding of the FIFA Laws of the Game and any adaptations.	MAYSA Staff
Accountable.	Are responsible for the actions of their players and spectators before, during and after a match.	
Supportive.	Are expected to consistently ensure a safe and supportive environment for players on both teams and referees.	
Certified.	Coaches and assistant coaches are required to have and present to the game official, a Coach Pass issued by the Wisconsin Youth Soccer Association.	
Fair Comment.	Are solely permitted to provide feedback regarding referee performance.	
Parents & Spectators:		
Supportive.	Are encouraged to cheer for sportsmanship and good plays, no matter who makes them.	MAYSA Staff
Respectful of Coaches & Players.	Will respect the team's designated coach and minimize confusion among players by abstaining from coaching from the sideline.	
Cooperative and Courteous.	Will interact in a cooperative and positive manner with the parents & spectators from the opposing team.	