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## Calgary City FC Code of Conduct Policy

All members:

### 24-Hour Rule Policy

If you have concerns or issues, we kindly ask that you address them through appropriate channels, such as the organization's grievance procedures. Concerns should **not** be aired openly during or just after the matches/practices are over, on social media channels, or in team chats.

We request that any non-urgent issues be brought forward **24 hours after the event** to allow for thoughtful resolution. For matters involving immediate safety concerns for a player or club representative, please notify us immediately.

To ensure proper documentation and follow-up, we encourage you to email your concerns to [info@calgarycityfc.ca](mailto:info@calgarycityfc.ca) rather than making a phone call. This process allows us to keep a detailed record of all complaints for reference and resolution.

Regards,

Calgary City Football Club