



Pleasant Valley Cubs Football Association Complaint Procedure

PURPOSE: Provide a process for addressing complaints by guardians of children participating in the Pleasant Valley Cubs Football and Cheer Association (the "Program").

POLICY: It is the Program's goal to provide a positive experience for all players. In order to ensure that this goal is met, and in order to address complaints, the Program seeks to provide a fair, unbiased review and resolution of all complaints. To ensure that this policy is met, the procedure for resolving complaints from guardians of a participating child shall allow an equal opportunity to both the complaining guardian as well as any other individual who might be the subject of the complaint, to present their position prior to any final resolution of the complaint.

PROCEDURE:

Nature of Complaint: If the complaint concerns the safety or welfare of a child participating in the sport program or if the complaint involves someone other than a coach, player, or team parent, the complaining party may bypass Step 1 and/or Step 2. If bypassing step 1 and Step 2, then a written complaint shall be submitted to the president who will investigate the complaint and seek guidance from other officers and/or board members to come up with a resolution or determine if the complaint requires special handling by the grievance committee. With respect to all other complaints, the complaining guardian must comply with Step 1 and Step 2.

COMPLAINT PROCEDURE:

Step 1: The guardian must present the issue in writing to the head coach of the participating child's team. The head coach is most familiar with the child's participation and is therefore in the best position to initially respond to issues and concerns of guardians. The head coach should encourage the guardian to speak candidly about the issue. The head coach will listen and document all facts. After considering all facts, and keeping in mind the policies and requirements of the sport program as well as the bylaws and policies of the association, the Head Coach shall respond within five (5) days with a proposed resolution. All complaints relating to conduct must be reported to the sport's program director, who is responsible for obtaining and documenting any additional information from all parties involved and forwarding it to the disciplinary committee who will further investigate the complaint relating to conduct and determine if any disciplinary action shall be issued to the involved party.

Step 2: If the head coach believes he/she cannot assist in resolving the matter or if the guardian is dissatisfied with the resolution proposed by the head coach, the guardian shall present the complaint in writing to the director. This must be done within three (3) days of the head coach's decision. The Director shall review all facts and documentation gathered at that point, and shall, with an officer in attendance, schedule a meeting with the guardian and the individual who is the subject of the complaint. In addition, the director, along with the presence of an officer, may also meet with any other interested person who may have knowledge relevant to the complaint. After investigating the facts and hearing from all parties involved, the Director and one attending Board Member shall come up with a resolution to the complaint. The Director shall submit the recommendation to the Board for approval. Once approved by the Board, the Director shall then issue the resolution, in writing, to the complaining guardian and the individual who is the subject of the complaint, within five (12) days of receiving the complaint. Should a resolution require a decision to suspend or remove a coach, the director shall, within 24 hours, call an emergency meeting of the Board of Directors (the "Board") who will be presented with the complaint and reasons leading to the decision to suspend or remove the coach. A vote of the board will be the determining factor for the decision to remove or suspend a coach.

Step 3: In all cases other than dismissal or suspension of a coach, if a guardian or the individual who is the subject of the complaint is dissatisfied with the resolution of the director and attending officer, he/she may request to have the complaint and resolution reviewed by the Grievance Board. The request must be in writing and submitted within three (3) days from receiving the written resolution from the director.