

Cushing Youth Center

Grievance Procedure

Cushing Youth Center acknowledges that not every game, practice, or other event will go on without issues. This grievance policy has been created to deal with these issues.

The Cushing Youth Center will have a 24-hour rule on all grievances filed. The person considering filing the grievance must wait 24 hours from the time of the event or activity if question occurs. **The Cushing Youth Center reserves the right to disregard any grievance filed in less than 24 hours after the event or activity occurred.**

Cushing Youth Center requests that you consider approaching your grievance on an individual basis with the person or people involved. We recommend you consider a face to face discussion with patience and professionalism. If not in person, we recommend at least a phone call to express your concerns and/or objections.

If a solution or satisfaction is not reached, we recommend you next contact the Youth Center to discuss issues related to the event or activity.

In an event that the solution or satisfaction is still not reached, we have developed a grievance form that is attached to the back of this page. The grievance form can be emailed to Cushingyouthcenter@Cityofcushing.org, 918-223-2919 (Fax), or to the Youth Center in person. The grievance will be immediately sent to the Cushing Youth Center Advisory Board President. The Board President and the Youth Center Director will review the grievance and determine whether it should be brought to the Cushing Youth Center Advisory board. The Board may want to hear descriptions and arguments from both sides to help with the solution.

If the Board needs to hear descriptions and arguments, this process will only be held the first Wednesday of every month.

It is important that all parties understand when a grievance is filed, it is possible that one or both parties will not be satisfied with the results of the board's decision.

There is no appeal and the decision by the board is final.

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Grievance Form

Must be submitted by 5pm on the Monday following the game where the grievance occurred.

Please submit form to Cushingyouthcenter@Cityofcushing.org, 918-223-2919(Fax), or to the Youth Center in person.

COMPLAINANT NAME: _____

TELEPHONE: _____

EMAIL: _____

ADDRESS: _____

TEAM/DIVISION: _____

STATEMENT OF VIOLATION:

ITEMS OF PROOF: _____

WITNESS NAME(S): _____

WITNESS PHONE NUMBER (S): _____

OFFENDERS NAME: _____

COACH REFEREE PLAYER/CHEERLEADER OTHER _____

DATE AND SITE VIOLATION OCCURRED: _____

REQUESTED RESOLUTION: _____

LEAGUE REPRESENTATIVE SIGNATURE: _____