



Kingman Pickleball Club - Complaint Policy

INTRODUCTION

The Kingman Pickleball Club is committed to maintaining high standards of conduct and sportsmanship. This Complaints Policy and Procedure outlines the process for handling complaints against any individuals associated with the club.

PURPOSE

The Kingman Pickleball Club (KPC) is committed to providing a safe, respectful, and enjoyable playing environment for all members. This policy outlines the process for addressing interpersonal issues, safety concerns, and inappropriate behavior that may occur during KPC activities.

Complaint Types & Resolution Pathways

KPC recognizes **three categories** of concerns:

1. Informal Resolution
2. Notice of Concern
3. Formal Complaint

Members should choose the category that best fits the nature and severity of the issue.

PROCEDURE

Informal Resolution (First Step)

Most issues between players can and should be resolved informally.

A. Direct Communication

Members are encouraged to speak directly with the other party involved whenever possible. Misunderstandings often resolve quickly with calm, respectful conversation.

B. Mediation

If direct communication is uncomfortable or unsuccessful, members may request assistance from a neutral third party (e.g., a Board Member or designated mediator).

This step does not initiate Board action or disciplinary review.

Notice of Concern

A non-disciplinary method for documenting recurring or potentially problematic behavior.

A Notice of Concern may be submitted when:

- The member does not wish to request Board action at this time,
- Believes the behavior may become a pattern,
- or the behavior is concerning enough that the Board should be made aware for future reference.

Purpose of the Notice of Concern

- Creates a documented record of incidents that may later reveal a pattern.
- Allows the Board to intervene only if repeated issues arise.
- Helps prevent situations where chronic behavior goes unaddressed simply because it doesn't meet the threshold for a formal complaint.

Submitting a Notice of Concern

- Member completes the Notice of Concern Form ([JotForm link here](#)).
- Must include specific behaviors, dates, and any supporting details.

Board Handling

- Stored confidentially for pattern tracking.
 - No contact is initiated with the involved parties unless multiple concerns arise.
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Formal Complaint

A formal complaint is appropriate when:

A. The behavior is severe, unsafe, or egregious, including:

- Physical assault or physical intimidation
- Verbal threats of bodily harm
- Harassment or derogatory slurs
- Behavior that endangers a member's health, safety, or well-being

B. The behavior is part of a recurring pattern, supported by evidence such as:

- Multiple Notices of Concern
- Multiple informal complaints
- Witness statements
- Observable ongoing conduct at KPC courts or events

Submitting a Formal Complaint

- Member completes the Formal Complaint Form.
- Must include:
 - Specific description of incident(s)
 - Date/time/location
 - Names of individuals involved
 - Witnesses/relevant documentation (if any)
 - Desired outcome (if any)

REVIEW AND INVESTIGATION

Acknowledgement:

The KPC Board shall acknowledge receipt of your complaint (within 5 business days) and initiate a review process.

Investigation:

The KPC Board will investigate the complaint, which may involve contacting the player(s) involved, gathering additional information, and reviewing evidence.

KPC ensures that the complaint process is fair and impartial, and that all parties involved have an opportunity to be heard.

Disciplinary Action:

If the complaint is upheld, the authority may take appropriate disciplinary action, which could include warnings, suspensions, or expulsion from KPC.

Any disciplinary action will be proportional to the severity of the breach.

The respondent will be informed of the decision in writing.

CONFIDENTIALITY

All proceedings related to the complaints and discipline process will be handled confidentially to protect the privacy of all parties involved.

RECORD KEEPING

KPC will maintain records of all complaints and their outcomes for a period of at least five years.

POLICY REVIEW

This policy will be reviewed annually and updated as necessary to ensure its effectiveness and compliance with current best practices and legal requirements.
