

GRIEVANCE PROCEDURE

The Club has adopted this procedure to handle grievances involving parents, players, coaches, referees, spectators or other persons associated with the Club.

1. The complaining party shall state his or her grievance directly to the coach, who shall listen to complaining party and make an effort to resolve the grievance. The coach shall notify the Boys or Girls Classic League Administrator, as appropriate, no later than twenty-four (24) hours after the conversation.

2. If the grievance is not resolved by the coach, then the complaining party must contract the Boys or Girls Classic League Administrator, as appropriate, to discuss the grievance. The Administrator may consult with the coach, investigate the facts and circumstances, and work to resolve the grievance.

3. If the grievance is not resolved through discussions with the Administrator, then the complaining party must submit a written complaint to the Administrator, which complaint shall be shared with the party or parties against whom it is directed. Each such party shall respond in writing within two (2) days after receiving the complaint. Responses will be shared with the complaining party. The Administrator will distribute copies of the complaint and response to the Grievance Committee, which is comprised of the Boys and Girls Classic League Administrators and the Referee Assignor. The President may designate another officer to serve if one of these officers or an immediate family member is a party to the complaint. The Grievance Committee shall investigate the complaint. It may convene meetings to investigate and attempt to resolve the complaint. The committee may limit attendance at its meetings to the parties involved and persons invited by the Grievance Committee.

4. If the Grievance Committee can not resolve the complaint, then it shall report its findings to the Executive Committee. The Executive Committee may take any action it may deem appropriate, in its sole and absolute discretion.