

# Big Lake Youth Basketball Association Grievance Policy

## 1.0 Purpose

This policy establishes the guidelines to resolve a grievance between coaches, parents/guardians, and athletes participating in Big Lake Youth Basketball Association (BLYBA) activities.

## 2.0 Revision History

Revision	Description	Affected Section	Date
A	Release	All	8/27/11

## 3.0 Policy

It is the policy of the BLYBA to resolve grievances between coaches, parents/guardians and players in a constructive and timely manner. It is the hope of the BLYBA that individuals will try to reconcile differences on an individual basis. Should it not be possible to resolve a problem quickly and fairly, the BLYBA has developed a grievance procedure using the following steps:

- 3.1 An individual with a grievance must wait 24 hours after an incident has occurred to allow for a "cooling off" period to prevent action solely out of anger (except in cases of harassment and/or substance abuse).
- 3.2 Contact the Coach and/or Assistant Coach directly and ask for a meeting to discuss the concern and to find a resolution. All matters should be kept internal and not be discussed with outside parties.
- 3.3 If unsuccessful in step 3.2, contact the appropriate Program Director or Vice President and request a meeting. All complaints must be submitted in writing.
- 3.4 If unsuccessful in step 3.2 and 3.3, contact the President and request a meeting with the Board of Directors.
- 3.5 Escalation from one step to the next should be handled promptly. Failure to notify the Program Director or Vice President within 15 days of the incident will close the matter.
- 3.6 Any decisions made by the Board of Directors shall be final.

## 4.0 Definitions

- 4.1 None

## 5.0 Supporting Policies, Procedures, Forms

- 5.1 None