

**POLICY NUMBER:** 9410 Grievance Submission.

**ISSUED :** 4/26/94 **REVISED :** 6/8/98

**PURPOSE:**

The purpose of this policy is to provide a vehicle for the membership to formally lodge a complaint with the St. Jane Soccer Association. The form may be used by parents, coaches, and players alike. It may be submitted anonymously, if desired.

**BACKGROUND:**

1. The people directly involved with the situation should seek resolution with assistance from the Boys' Representative, Girls' Representative, or the Intramural Director. Their responsibility is as mediators.
2. If the situation cannot be resolved, the complaint must be submitted in writing on the "St. Jane Soccer Grievance Form". It should be mailed to the P.O. Box, given to a Board member, or placed in a Board member's mailbox.
3. The grievance will be presented at the earliest possible Board meeting for evaluation and resolution.
4. If any Board member is involved in the grievance, they shall be replaced in the grievance hearing.

**PROCEDURE:**

The Board will review the circumstances and suggest a fair, amiable solution to all parties involved. If it becomes necessary, a grievance hearing will be conducted to interview all parties involved. Only then, will the Board mandate the resolution. If the problem cannot be resolved at the grievance meeting, then further information may be acquired from other parties and the Board will meet again with the parties involved and arrive at a solution. The Board will attempt to resolve all grievances within 60 days of receiving the written grievance.

Grievance hearings will include the following participants:

- President
- Vice President
- Appropriate Director
- Secretary
- Treasurer
- Person that filed the grievance
- Person against whom the grievance was filed