



WESTSIDE SOCCER CLUB POLICIES AND PROCEDURES

Grievance Policy and Procedure

Policy # _____

Approved: October 9, 2010

Purpose: To establish a policy and procedure for grievances so a process is available to communicate grievances and allow for appropriate and timely resolution.

Discussion:

The Westside Soccer Club (WSC) includes children, parents, coaches and other individuals who serve the club and participate primarily on a volunteer basis. The WSC Board strongly encourages the resolution of grievances and conflicts at the team level or lowest level whenever possible, remembering that WSC is generally staffed with volunteers who are committed to providing the best experience possible for the players. However, the Board recognizes that certain situations may not be satisfactorily resolved at the team level or lowest level possible requiring intervention at a higher level within the club organization.

Consequently, the following document outlines WSC's policy and procedure relating to the resolution of grievances.

Grievance Liaison

The Grievance Liaison will be nominated by the President and approved by the board at the beginning of each soccer season. The Grievance Liaison is responsible to coordinate the steps of the grievance process and assist in attempts to reach a resolution at the lowest level possible. The Grievance Liaison shall provide policy information, ensure that the approved procedures are followed and provide guidance throughout the grievance process. When a grievance reaches a formal written grievance (Step 3) and is submitted, the grievance liaison shall present the grievance and any supporting materials to the WSC Board.

Description of Grievance:

Grievances may include an incident during a WSC event, or inappropriate behavior by a coach, player, parent or other individual affiliated with or attending a WSC event. Questions related specifically to decisions around coaching philosophy, decision making, and style most often can be answered by speaking directly with the coach.

Grievance Procedures:

Step 1. Discuss and report the grievance with the head coach of the appropriate team. If this is not feasible or fails to satisfactorily resolve the issue, then proceed to Step 2.

Step 2. Discuss and report the grievance to the Grievance Liaison. This can be accomplished by personal notification or email. The Grievance Liaison will direct the grievance to the appropriate WSC personnel for resolution. In the case of a grievance involving a coach or player then the grievance will be directed to the DoC and Coaching Committee. In the case of a grievance involving a parent, then the grievance will be directed to the Chair of the Parent Advisory Committee. If this fails to resolve the issue in a reasonable time period, is not feasible, or fails to satisfactorily resolve the issue, and then proceed to Step 3.

Step 3. The final step is to write a formal grievance to the WSC Board with the detailed grievance along with actions taken to date to try and resolve the situation. The detailed written grievance should include:

1. Date of the grievance filing;
2. Name, phone number and e-mail address of the person filing the grievance;
3. Name of player;
4. Team identification, including:
 - a. Name of team;
 - b. Male or female;
 - c. Program (i.e. Rec, Academy or Select);
 - d. Age group;
 - e. Name of acting head coach.
5. Complete description of issue. (Include as much detail as possible, including date/time/location/names of witnesses, etc. if relevant);
6. Summary of steps taken in an effort to resolve the problem.

The Grievance Liaison will present the written grievance to the Board. The board will determine if the actions taken to date were appropriate and no further action is required or whether the grievance requires further investigation. If the board votes for further review, then a Grievance Task Committee will be created to investigate the grievance. In consultation with the President and Vice-President, the Grievance Liaison will appoint a Grievance Task Committee consisting of three board members to investigate and present recommendations to the Board. The individual filing the grievance is welcome to be present at any Board meeting, including the meeting during which their grievance is presented.

Grievance Task Committee - The Grievance Task Committee shall meet to consider the grievance within seven (7) days of the Task Committee's formation and a final report will be provided to the board no longer than fourteen (14) days after the Committee's receipt of the grievance. Throughout the Task Committee's efforts the Discipline Liaison shall be kept informed of their progress and serve as a point of guidance if any concerns arise. The committee's process should be as follows:

1. An investigation will take place to interview and conduct a collection of facts with all involved parties, coaches, and players to determine what transpired during the said grievance concern.
2. A committee meeting shall be conducted to review the concerned grievance and all those involved shall be notified of the meeting and shall be requested to be present. The committee shall discuss all issues to determine the degree of the severity of the behavior and the subsequent recommendation for corrective action if necessary.
3. The committee shall complete a written report on the facts identified during their investigation along with a recommendation which they will present to the Board within fourteen (14) days of receiving the grievance.

Potential Offenses along with Potential Corrective Actions

Offenses may include, but are not limited to: misconduct/unsportsmanlike behavior, disrespect, vulgarity, endangerment to others/fighting, and verbal or physical harassment.

Corrective actions may include, but are not limited to:

- Verbal warning, accompanied by a meeting with 3 Board members.
- Suspension from all WSC participation for a period of up to 2 weeks.
- Expulsion from WSC participation for remainder of season
- Other actions as deemed appropriate by Board for the particular situation.

Board Review & Determination: The WSC Board will review the recommendations of the Grievance Task Committee and determine the appropriate action to properly address the grievance. The WSC Board decision stands as the final action at the club level. The WSC Board will reply in writing to the submitter of the grievance on its findings and final determination. Upon conclusion of the final determination, the WSC Board will create a case file consisting of all documents associated with the investigation and fully document the final disposition. The case file will be maintained at the WSC office for five (5) years.

Confidentiality: WSC recognizes the sensitive nature of certain grievances and will take all reasonable steps to insure that the information reported and gathered through investigation shall be kept confidential and only shared with those individuals necessary to resolve the grievance.

Applicability: The above process is applicable to resolving issues involving players, parents, coaches, and other individuals who serve WSC. All referee issues will be referred to the Referee Committee (during Step 2 above) and are not heard through a Grievance Task Committee. It is the responsibility of the Referee Committee to follow FSR procedure to handle these grievances.