

GRIEVANCE SUBMISSION

POLICY NUMBER: 01

ISSUED: September 15, 2005

REVISED:

PURPOSE:

This policy establishes the order of contact for mediation when a DAA member has a complaint, and the procedures for the formal filing of a grievance. A grievance may be lodged by any DAA member, including parents, coaches, and/or players.

PROCEDURE:

Mediation

If the grievance concerns a situation between a player and a coach:

- The parent should first contact the child's coach, state their concern and ask for an explanation or corrective action.
- If the concern still exists, the parent should contact the appropriate sport commissioner. The commissioner's responsibility is as mediator.
- If the grievance cannot be resolved with the commissioner acting as mediator, then the aggrieved party should seek assistance from the Vice President, who will act as mediator.

If the grievance concerns the supervising sport commissioner:

- The aggrieved party should first contact the sport commissioner, state their concern and ask for an explanation or corrective action.
- If the concern still exists, the aggrieved party should seek assistance from the Vice President, who will act as mediator.

If the grievance concerns a DAA policy:

- The aggrieved party should contact the appropriate sport commissioner or appropriate DAA representative (e.g., committee member or Registrar), state their concern and ask for an explanation or corrective action.
- If the grievance cannot be resolved with the DAA representative, then the aggrieved party should seek assistance from the Vice President, who will act as mediator.

If the grievance concerns a DAA Board member or representative:

- The aggrieved party should contact the Vice President, state their concern and ask for an explanation or corrective action. The Vice President's responsibility is as mediator.
- If the grievance is against the Vice President, the aggrieved party should contact the President, state their concern and ask for an explanation or corrective action. The President's responsibility is as mediator.

Written Grievance

If the situation cannot be resolved, the complaint must be submitted in writing to the DAA Board. It should be mailed to P.O. Box 94 (Davidsonville MD 21035) or e-mailed to the President or Vice President. The written grievance should contain a clear and concise statement of the substance of the complaint, including the specific policy and/or practice that are of concern, set forth all supporting and relevant details, and have attached to it only relevant documents and statements. It should include a proposed remedy that is the purview of the DAA Board.

The grievance will be presented at the earliest possible Board meeting for evaluation and resolution. If any Board member is involved in the grievance, they shall not be granted a vote, if taken, in the proceedings and may be asked to leave, at the request of the President. The Board will review the circumstances and suggest a fair, amicable solution to all parties involved.

Grievance Hearing

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 hearing, then

further information may be required 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 original written grievance.

The decision rendered by the DAA Board as a result of a grievance hearing shall be final and binding on all parties. All final decisions with respect to grievances shall be determined by a majority vote of the eligible voting members of the Board present at the grievance hearing or subsequent hearing.

Grievance hearings shall only include the following participants:

- DAA Board members (Officers and Associate Board members)
- Appropriate Commissioner
- Secretary
- Treasurer
- Person that filed the grievance
- Person against whom the grievance was filed
- Any other person relevant to the hearing who has been approved by the President or Vice President