

OGLA 2014 SEASON - Grievance Procedure

In an effort to resolve more issues without OGLA intervention, all teams are asked to follow the following 3-step grievance procedure.

DETERMINATION: A coach, player, or parent that is associated with an OGLA club team feels that a member of the opposing team (coach, player, or parent) is in violation of the "Member Conduct" section of the OGLA manual. In particular, in the event that an OGLA member "shall commit any act considered excessively unsportsmanlike or otherwise detrimental to the purposes of the League." ***This does not apply to grievances with officials (visit OWLUA's website) or concerns of safety.***

STEP ONE – HEAD COACH TO HEAD COACH COMMUNICATION (48 hours)

- If you feel comfortable, contact the opposing head coach via email or phone, otherwise go directly to step 2.
- If the grievance is coming from a player, parent or assistant coach – the event needs to be communicated to the head coach who will continue the grievance process.
- Please allow for 12-24 hours to "cool down" after the event took place.
- Describe the event that took place.
- Decided on a resolution with the opposing coach – ***email resolution to OGLA.***
- If you cannot decide on a resolution proceed to step 2.

STEP TWO – HEAD COACH TO LEAGUE REP COMMUNICATION (OR AD GUIDANCE) (72 hours)

- If you cannot decide on a resolution between the opposing coach or do not feel comfortable contacting them please contact both of your league reps and describe the event (via email or phone).
- League reps are asked to review the event and offer a resolution and/or mediation.
- If the resolution is accepted by both coaches consider the event resolved and ***email resolution to OGLA.***
- If a resolution cannot be agreed upon proceed to step three.

STEP THREE – CONTACT OGLA

- If steps 2 and 3 do not result in a resolution please contact OGLA to resolve the event.
- If safety is in question, please contact OGLA immediately and by-pass steps 2 and 3.
- Contact OGLA via email by completing the "***Grievance Procedure Form***" under *Forms and Handouts* on the OGLA website.
- A resolution will be made in a timely manner by the OGLA Executive Board.