

# **MOKENA YOUTH ATHLETIC ASSOCIATION BURROS FOOTBALL AND CHEERLEADING**

## **GRIEVANCE PROCEDURE**

### **PURPOSE:**

Provide a process for addressing complaints by guardians of children participating in the Mokena Youth Athletic Association Burros Football and Cheerleading program (the “Program”).

### **POLICY:**

It is the Program’s goal to provide a positive experience for all players and cheerleaders. In order to ensure that this goal is met, and in order to address complaints regarding an individual player’s or cheerleader’s participation in the Program, the Program seeks to provide a fair, unbiased review and resolution of all complaints. To ensure that this policy is met, the procedure for resolving grievances of guardians of participating children shall allow an equal opportunity for both the complaining guardian and the individual who is the subject of the complaint to present their position before final resolution of the complaint is made.

### **PROCEDURE:**

**Nature of Complaint:** If the complaint concerns the safety or welfare of a child participating in the Program, the complaining guardian may bypass Step 1 and/or Step 2 of the Grievance Procedure. Additionally, if the complaint involves someone other than a coach or team parent, the complaining party may bypass Step 1 and/or Step 2. With respect to all other complaints, the complaining guardian must comply with Step 1 and Step 2.

### **Grievance Procedure:**

**Step 1:** The guardian must present the issue either verbally or in writing to the Head Coach of the participating child’s team. The Head Coach is most familiar with the child’s participation and is therefore in the best position to initially respond to issues and concerns of guardians. The Head Coach should encourage the guardian to speak candidly about the issue. The Head Coach will listen and document all facts. After considering all facts, and keeping in mind the policies and requirements of the Program as set forth in the Burros Football & Cheerleading Handbook (“Handbook”), and Mokena Youth Athletic Association Burros Football and Cheerleading By-Laws (“By-Laws”), the Head Coach shall respond as quickly as possible with a proposed solution.

**Step 2:** If the Head Coach believes he/she cannot assist in resolving the matter or if the guardian is dissatisfied with the resolution proposed by the Head Coach, the guardian shall present the grievance to the Athletic Director (if the subject child is a tackle football player), the Cheerleading Director (if the subject child is a cheerleader) or the Flag Director (if the subject child is a flag football player). The Director shall review all facts and documentation gathered at that point, and shall meet with both the guardian and the

individual who is subject of the complaint. In addition, the Director, at his or her discretion, may also meet with any other interested person who may have knowledge relevant to the complaint. If the Director decides to meet with the complaining guardian or the person who is the subject of the complaint, a member of the Board of Directors shall also attend the meeting. After completing his or her investigation, the Director shall render a decision and notify the complaining guardian and the individual who is the subject of the complaint of that decision within twelve (12) days of receiving the complaint.

Included among the possible decisions available to the Director is the suspension or dismissal of a coach. In the event the Director's decision results in either suspension or dismissal of a coach, the Director shall proceed immediately to Step 4 and an emergency meeting of the Board of Directors (the "Board") consistent with the requirements specified in Step 4 shall take place within 24 hours of the Director's decision.

**Step 3:** In all cases other than dismissal or suspension of a coach by the Director, as provided above in Step 2, if a guardian or the individual who is the subject of the complaint is dissatisfied with the decision of the Director, he/she may appeal the Director's Decision to the Grievance Committee. The appeal must be in writing and in the format attached hereto. The completed Grievance Information Form shall be delivered to the Sergeant of Arms within seven (7) days of the Director's decision being appealed. The Sergeant of Arms shall call a meeting of the Grievance Committee within twelve (12) days of receipt of the completed Grievance Information Form. The guardian, the individual who is the subject of the complaint, the respective Director and any other individual whom the Grievance Committee decides, in its discretion, should be present may attend the meeting and be heard by the committee. After careful consideration of all facts, the Grievance Committee shall render its decision in writing and notify the complaining guardian and the individual who is the subject of the complaint of its decision. A copy of the Grievance Committee's decision shall be provided, upon request, to the guardian and/or the individual who is the subject of the complaint.

The Sergeant of Arms shall maintain a file for each coach in the Program and shall keep a copy of all completed Grievance Information Forms and the decisions of the Grievance Committee in response thereto in the respective coaches' file.

**Step 4:** If the guardian or the individual who is the subject of the complaint is dissatisfied with the decision of the Grievance Committee, he/she may appeal that decision to the Board. The individual appealing the decision shall notify in writing the Sergeant of Arms of their desire to appeal the decision within seven (7) days of the Grievance Committee's decision and at least seven (7) days before the next regularly scheduled Board meeting. The Sergeant of Arms shall notify the Board of the appeal, and provide a copy of the Grievance Information Form and the written decision of the Grievance Committee to the Board. At the next regular Board meeting, the Board will consider the grievance. The complaining guardian, the individual who is the subject of the complaint and any other interested person may attend the meeting and be heard. After considering all facts and after providing an opportunity to the complaining guardian and the individual who is the subject of the complaint to be heard, the Board shall vote on the matter and render its decision. The decision of the Board is final. A copy of the minutes of the Board meeting at which the Board renders its decision shall be kept by the Sergeant of Arms in the subject coach's file.

MOKENA BURROS FOOTBALL / CHEERLEADING  
Grievance Information Form

Date: \_\_\_\_\_

Guardian Name/Signature: \_\_\_\_\_ Phone # \_\_\_\_\_

Participating Child's Name: \_\_\_\_\_

Please give a brief summary of your concerns ~ If you need more space to provide further details, please attach a separate page to this form.

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Identify any other person with knowledge regarding complaint:

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Identify below to whom have you spoken to on the above matter:

Head Coach: \_\_\_\_\_ Date: \_\_\_\_\_

Proposed resolution / feedback:

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Athletic/Flag/Cheer Director: \_\_\_\_\_ Date: \_\_\_\_\_

Proposed resolution / feedback:

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Appealing Party's proposed resolution:

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