



## **Grievance Procedure**

In the event a parent has a complaint about a voluntary staff of the SF Disciples, the following procedure will be followed.

### **DEFINITION:**

**Formal Written Grievance:** Grievance provides a method for families to file a complaint concerning their participation with the SF Disciples Basketball Program. A grievance is an unresolved complaint of an actual or perceived harm or injustice,

### **GENERAL CONSIDERATIONS:**

A. The grievance procedure will be posted on the Program's website ([www.southfloridadisciple.com](http://www.southfloridadisciple.com)) under the heading "Program Info". Grievances will be discussed during board meetings. Individuals who file a grievance should expect a reasonable solution within one week of the Board Meeting.

### **PROCEDURE:**

#### **A. Before Issuing Grievance:**

Head coaches will attempt to resolve complaints before the grievance process is initiated. The Head Coach may confer with the Founder or the Assistant Coaches on his team about the grievance. The grievance will be confidential between the coaching staff of the assigned team and members of the board only.

#### **B. Non-grievable Issues:**

Issues regarding playing time are non-grievable.

#### **C. Grievance Steps:**

1. When a family believes they were subjected to unfair and/or unjust treatment, they will first contact the Head Coach of their team to discuss the issue and attempt to resolve the issue. The Head Coach member will then:
  - a. Identify the issue
  - b. Make attempts to resolve the issue
2. If the issue cannot be resolved by the assigned Head Coach of that team, the family member may request to speak to the Founder who will attempt to resolve the issue.
3. If the issue cannot be resolved by the Founder, the family member may complete a Grievance Form.
4. When a family member files a grievance, it must be submitted within five business days from the time the s/he becomes aware of the incident/issue.
5. Grievance forms will be located on the Program's Website at [www.southfloridadisciples.com](http://www.southfloridadisciples.com) under forms. If a family member submits a grievance for a non-grievable issue (see "Non-Grievable Issues"), s/he will be advised that this concern is not grievable.
6. The Head Coach will complete the outcome section of the form, return a copy to the person who filed the grievance, and give a copy to the Founder to be filed.

#### **D. Completing Grievance Form:**

1. The Grievance Form must be completed in its entirety.

#### **E. Processing Grievances:**

1. Grievance form will be submitted to the Head Coach of the specific team and/or the Founder.
2. The person receiving the grievance form will document the date and time s/he received the form.
3. The grievance form will be discussed at the next Board Meeting. If the next board meeting is more than 3 weeks away, a meeting will be called to discuss the grievance. In this instance a verbal scheduling of the meeting will supersede the 2 week notice documented in the bylaws.
4. The Board will determine a resolution and submit it to the family member who filed the form within one week.
5. Grievance decisions made by the Board will be final.
6. Grievance forms will be kept on file for a period for 1 year.