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# SnVYSA Grievance Policies and Procedures

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## 1. Introduction

### 1.1 Purpose

The SnVYSA Grievance Policy & Procedure is designed to provide a structured and transparent process for addressing concerns related to fairness, conduct, and administrative decisions within the association. This policy ensures that all member participants have an avenue to raise concerns that may not be disciplinary violations, which fall under the formal Disciplinary Policies and Procedures, but still have an impact on the integrity and experience of member participants.

### 1.2 Scope & Applicability

- a. Participants. This grievance policy applies to all individuals involved and participating in any SnVYSA supervised and organized activity, event, program, or competition, including:
  - i. Players (all age groups and competitive levels)
  - ii. Coaches and Team Staff
  - iii. Referees
  - iv. Parents, Guardians, and Spectators
  - v. Board Members
  - vi. Employees and Independent Contractors
- b. SnVYSA-sanctioned events. This process governs grievances with member participants at any SnVYSA-sanctioned events, including practices, games, camps, clinics, tournaments, and other association-sponsored activities.

### 1.3 Objectives

The SnVYSA Grievance Policies and Procedures provide a structured process for member participants to seek resolution without formal disciplinary action. This policy promotes early and constructive conflict resolution through open dialogue and mutual understanding, offering clear steps for addressing concerns informally before escalation to the Disciplinary Committee for a formal disciplinary review.

### 1.4 Definition of Grievance

A grievance is a complaint reported by a member who believes they have been treated unfairly, and they are requesting a resolution. Grievances may be reported by an adult member on behalf of a minor dependent.

## 2. Responsibilities

In the grievance process, each party involved has specific responsibilities to ensure equity, transparency, and resolution. SnVYSA encourages an open forum for member participants to express their concerns respectfully and constructively.

### 2.1 Complainant

The Complainant is the person who initiates and reports the grievance. The complainant is responsible for the following tasks:

- a. Articulate the grievance with factual details and supporting evidence to ensure understanding.

- b. Engage in respectful discussions to seek resolution.
- c. Respect confidentiality.
- d. Avoid unnecessary escalation.

## 2.2 Respondent

The Respondent is the person being grieved against. The Respondent is responsible for the following tasks:

- a. Acknowledge receipt of the grievance within 48 hours of receipt.
- b. Review the grievance for validity and completeness within 5-7 business days of submission.
- c. Facilitate informal and constructive resolution discussions between parties to encourage resolution as necessary.
- d. Investigate by gathering evidence and interviewing involved parties (if applicable).
- e. Ensure equity and impartiality in decision making.
- f. Document all conversations and key points and request mediation as necessary.
- g. Escalate to the Disciplinary Committee if an informal resolution is not achieved.

## 2.3 Neutral Party (SnVYSA Director or President)

The Neutral party is the mediator that is impartial in the grievance process. The Neutral party is responsible for the following tasks:

- a. Review the grievance complaint for validity and completeness.
- b. Facilitate informal resolution discussions as needed.
- c. Mediate when informal discussion attempts fail, ensuring respectful and productive discussions.
- d. Conduct investigations by gathering evidence and interviewing involved parties, as needed.
- e. Ensure impartiality in decision making.
- f. Instruct next steps if the formal disciplinary procedures must be initiated.

## 3. Informal Grievance Process

### 3.1 Grievance Components

Grievances are reported when the complainant is seeking a resolution to a concern or issue. They often include the following components:

- a. Personal Complaint. A grievance is reported when the member feels personally wronged or unfairly treated and is seeking corrective action.
- b. Resolution Process. Grievances follow a structured resolution process, including informal discussions and mediation before disciplinary action is considered.
- c. Fairness & Interpretation. Grievances may challenge decisions, procedures, or interpersonal conflicts, requiring a review of equity rather than disciplinary action and enforcement.

### 3.2 Grievance Categories

- a. Administrative Complaints. The following concerns or complaints should be addressed directly with the Association Registrar and Scheduler for Recreational and the Director of Operations for Cascade FC:
  - i. Team Rosters
  - ii. Game scheduling
  - iii. Registration and team fees
- b. Field and Equipment Complaints. The following concerns or complaints should be addressed directly with the local Club Representative for Recreational and the Director of Operations for Cascade FC:

- i. Field conditions
  - ii. Practice location/time availability
  - iii. Uniforms, balls, cones
- c. Parent and Spectator Behavior Complaints. The following concerns or complaints should be addressed directly with the head coach:
- i. Sideline behavior (e.g., excessive yelling or disruptive conduct).
  - ii. Concerns about parental involvement in coaching decisions.
- d. Coaching and Team Management. The following concerns should be addressed directly with the head coach:
- i. Player Development
  - ii. Player expectations and team communication
  - iii. Team culture and team dynamics (inappropriate and negative behavior by teammates, team cohesion, team morale and cooperation, sportsmanship)
  - iv. Team travel and team events
  - v. Safety concerns
- Note:** Coaching decisions regarding playing time, position assignments, and game strategy fall within the coach's professional judgment and authority. Parents who have concerns may engage in a respectful conversation with the head coach to ask for clarification or insight after the protocols outlined in 3.3 have been followed. However, the final determination on these decisions resides with the coach and will not be subject to formal incident reports."
- e. Governance. The following should be addressed directly with the SnVYSA President and/or SnVYSA Secretary:
- i. Bylaw, Policy and Procedure, or Code of Conduct related questions.

### 3.3 Informal Grievance Resolution

- a. Grievance Discussion. In most cases, grievances can be resolved informally through direct communication between the complainant and the respondent. SnVYSA expects all members to have read and acknowledged the SnVYSA Codes of Conduct and the SnVYSA Policies and Procedures at the time of registration before reporting a complaint. These documents can also be accessed on the SnVYSA Website under About-Governance at any time.
- b. Direct Discussions. The complainant must first attempt to resolve the issue directly with the respondent.
- c. Phone Conversations. The respondent is responsible for summarizing all phone conversations that occur between the respondent and the complainant on the grievance reported. The respondent must distribute a summary of the phone conversation to the complainant to confirm understanding and clarify any misunderstandings as needed. The complainant must confirm receipt and acknowledge that the phone conversation was captured accurately.
- d. Coach Discussions. To help facilitate the resolution of coaching and team management concerns raised by the complainant equitably for both the complainant and the coach, the following procedures must be followed before filing a grievance report.
  - i. Schedule Meeting. Concerns or questions by players or parents about coaching decisions or the player's experience must be addressed directly with the head coach at a mutually agreed upon time.
  - ii. No On-Field Discussions. Parents and players must refrain from approaching a coach with a concern while the coach is on the field training his or her team and avoid raising individual concerns in front of the entire team or through team email lists. These actions are inappropriate and tend to hinder a positive and productive resolution.
  - iii. Cool off Period. A **48-hour cool-off period** following games will be observed by all parties before any conversations take place.
  - iv. Coach Authority. Coaches have the authority to issue verbal and written warnings to players and parents. Probations, suspensions, and expulsions must be escalated to the Disciplinary Committee for review and decision by filing a formal incident report.
  - v. Grievance Hierarchy. The complainant must attempt to resolve their concerns following the steps below.

1. Step 1: Player To Head Coach. The player must first attempt to resolve concerns face-to-face through a respectful conversation directly with their head coach. This should be done at an appropriate time when there are no other players or parents present, and when the coach is finished with training or coaching. The head coach must document the conversation, so the date and details of the conversation are recorded.
  2. Step 2: Parent To Head Coach. The parents will follow Step 1 after the player has had a conversation with their head coach and the concerns have not been resolved.
  3. Step 3: Parent To Neutral Party. If parents still have concerns about fairness or communication after following the grievance hierarchy above, a mediator may be enlisted to assist in facilitating a discussion at the request of the complainant or the respondent as needed.
- e. Mediator. If direct resolution is unsuccessful, the respondent may enlist the assistance of a mediator to facilitate the discussion.
  - f. Resolution. If the grievance discussion is successfully resolved at this stage, no further action is necessary.
  - g. Documentation. All grievance discussions must be documented by the respondent.
- Escalation. If an informal grievance discussion does not lead to resolution, the complainant or respondent may escalate the matter to the SnVYSA Disciplinary Committee by submitting a formal incident report. However, per section 3.2d, coaching decisions—including playing time, position assignments, and game strategy—fall within the head coach’s discretion and are not subject to formal incident reports."

#### **4. Escalation To the Disciplinary Committee**

If the informal grievance process does not resolve the complaint and the grievance qualifies for escalation, the matter must be referred to the Disciplinary Committee. The complainant and respondent are required to adhere to the SnVYSA Disciplinary Policies and Procedures, specifically section 6.1—Incident Reports. All incident reports will be handled following the established SnVYSA Disciplinary Policies and Procedures.

#### **5. SnVYSA Board of Directors and Staff Contact Information**

All SnVYSA Board members and SnVYSA staff contact information can be found at the following SnVYSA website locations below.

##### **5.1 SnVYSA Board Members, Staff, and Recreational Club Representatives**

<https://www.snvyasa.org/board>

##### **5.2 Cascade FC Staff and Cascade FC Coaches**

<https://www.cascadefc.org/cfccoaches>