



# COMPLAINT PROCESS

## **Reporting Allegations of Parent/Player/Coach or SAYF Member Misconduct**

The purpose of this section is to outline the procedures to report conduct that may be prohibited under the SAYF Code of Conduct guidelines. Anyone who wishes to report an allegation should not fear retribution because of their desire to report inappropriate conduct. SAYF will fully review and/or investigate all allegations of parent/player/coach misconduct it believes potentially violates the misconduct guidelines for SAYF.

### **1. INDIVIDUALS TO WHOM ALLEGATIONS SHOULD BE REPORTED**

If you believe that certain conduct, observed during any SAYF game or practice or at school, violates or borders on violation of the SAYF code of conduct requirements, please be prepared to submit the allegation to any of the following individuals:

- a. SAYF Coaches Director, who is on the Board of Directors
- b. Any member of the SAYF Board (SAYFB)

### **2. ELEMENTS OF MISCONDUCT ALLEGATIONS & CONFIDENTIALITY PROVISIONS**

Allegations of misconduct, reported to individuals outlined above, at a minimum, should include the following information (a form will be provided online):

- a. When (date, approximate time), did the incident/action occur?
- b. Where the incident/action was observed?
- c. What happened? A detailed description of what was heard or observed by the reporter.
- d. Any possible witnesses to the incident (Names).

- e. Contact information so that the recipient of the allegation has the appropriate information to provide follow up communication.

The reporter may use any written means necessary, e-mail, regular mail, etc., to report an incident.

### **3. CONFIDENTIALITY**

Although confidentiality may be requested, the Board cannot guarantee 100% confidentiality in a formal complaint process. In the event that disciplinary actions result from the allegation, the individual against whom the allegation is made, may request identification of the reporter. SAYF will comply with identification of the reporter if a written request by petitioner is forwarded to the SAYFB President within 48 hours of the disciplinary decision by the SAYFB.

### **4. TIMELINES FOR REPORTING, INVESTIGATING AND RESOLVING MISCONDUCT ALLEGATIONS.**

So that all misconduct allegations are received and resolved in a timely manner, especially those that could potentially result in suspension or disbarment, the following timetable is recommended by the SAYF Board and individuals charged with resolving the misconduct allegations.

- a. Within 3 calendar days of witnessing an incident/events/ the reporter believes constitutes misconduct, the incident should be referred to any of the individuals outlined above. Any allegations not received in a timely fashion or deemed to be in retaliation for other events will be determined to be 'unsubstantiated' or 'retaliatory' and will be dismissed.
- b. Within 3 calendar days of receiving a complaint, the SAYF Board shall determine if the allegation constitutes misconduct, based on the guidelines outlined in SAYF Coach, Parent or Player Conduct codes.
- c. Coaches Director or member of the SAYF Board of Directors shall refer the complaint to the SAYF Board within 2 calendar days of receiving the complaint.

- d. If the allegation is substantiated, the Coaches Director or SAYFB shall assemble part or all of the SAYFB to serve as the judicial panel to determine the appropriate level of disciplinary necessary to close the complaint.
- e. The SAYFB shall, in 7 calendar days notify the parent/coach/player, who is alleged to have violated the code of conduct, and schedule a pre-disciplinary hearing. During the hearing, the parent/coach/player may bring any witness they deem necessary to present information on their behalf.
- f. Within 2 calendar days of the completion of hearing, The SAYFB shall send official notice the parent/coach/player summarizing the outcome of the investigation , judicial review and notifying the parent/player of the discipline that has been determined.

## **5. SAYF BOARD REVIEW**

- a. Conflict of Interest Determination.

All SAYFB members should ensure that they are fully able to participate as a neutral reviewer.

- b. Scheduling Disciplinary Reviews

The SAYFB should conduct a disciplinary hearing as soon as possible following the SAYFB investigation of the alleged misconduct. This is to ensure the issues are addressed in an efficient and effective manner and results are presented to the full Board of Directors.

- c. Disciplinary Hearings

The person under investigation shall be given the right of due process. In so doing, they shall present information/evidence they deem necessary to refute the allegation and confirmation.

The SAYFB is asked to conduct a thorough analysis of the information before arriving at a disciplinary recommendation. Information provided by witnesses, on both sides, shall be acceptable during the hearing.

## **6. VIOLATIONS TO THE CODE OF CONDUCT & DISCIPLINARY ACTIONS**

- a. Minor violations include, but are not limited to: being disrespectful, improper behavior such as fighting, arguing with officials or coaches, dishonesty, disruptive behavior, inappropriate language, and hazing or harassment of others.
  - i. Anyone found guilty of a minor violation may receive a one to twenty day suspension.
  - ii. Punishment for minor violations will become more severe with subsequent offenses and may include game suspensions.
- b. Major violations include the use of drugs, alcohol, tobacco, or criminal activity.
  - i. Anyone found guilty of a major violation shall receive a one to twenty day suspension AND a 1 game to a total season suspension as determined by the Board
  - ii. Major violations may result in expulsion from SAYFL.

## **7. APPEAL PROCESS**

If the person wishes to appeal the disciplinary action imposed by the Board of Directors, the accused must submit a written request for appeal to the Board of Directors within (5) five calendar days of receipt of the Board's decision. The Board will invite the accused to appear before the Board. The Board may wish to conduct a meeting specifically to hear the accused appeal.

- a. The Secretary of the Board of Directors must issue the Board's final decision within 2 days of the appeal meeting.
- b. Grounds for an Appeal
  - i. New evidence not presented at the original hearing or during the investigation.
  - ii. Irregularities in the proceedings of the original hearing that may have resulted in an unjust or unfair recommendation and decision.

- iii. There is proof to establish that the decision of the original hearing was reached in an unjust manner. Examples include non-declaration of a conflict of interest.