



P.L.A.Y. Dispute Resolution Process and 24-Hour Rule

As a not-for-profit organization whose services are primarily provided by volunteer efforts, P.L.A.Y. has established this Dispute Resolution Process to provide an efficient, orderly and uniform method of resolving all covered disputes.

Policy: Each P.L.A.Y. player, coach, official, referee, parent, guardian, agent or other person, team, sponsor, or other group or organization ("Participant") agrees to abide by the Dispute Resolution Process as the exclusive remedy for all grievances by virtue of their membership, affiliation or participation at any time within P.L.A.Y. activities.

Definition of Dispute: A "dispute" is defined as any conflict, grievance or disagreement between Participants, including any parents or guardians of a player and that player's coach or a league official or members of different P.L.A.Y. teams that may allege an on-going violation of P.L.A.Y. Policies & Procedures and/or associated league rules and policies or any other continuing circumstance which requires resolution.

Disputes include, but are not limited to, concerns about:

- Tryout Results/Team Placement
- Playing Time
- Player Positioning
- Coaching Strategy/Tactics
- Teammate Conflicts
- Officials/Umpires/Referees
- P.L.A.Y., League or Team Rules
- Code of Conduct Violations (Alleged or Confirmed)
- Disciplinary Actions

Private disputes between participants that are not directly related to P.L.A.Y. activities are not subject to resolution through this Dispute Resolution Process.

It should be understood that a violation of P.L.A.Y. policy by one person does not justify violation of P.L.A.Y. policy by another person. (Example - If a head coach benches a player in violation of P.L.A.Y. participation rules, the parents would not be justified in using abusive language in demanding the coach rectify the situation.)

Dispute Resolution Process

24-Hour Rule: Unless the nature of the dispute requires immediate attention (e.g. there are athlete safety concerns or there is a firm time deadline involved), P.L.A.Y. participants are required to wait at least twenty-four hours after an event or incident before initiating this process. Premature grievances will not be accepted or responded to.

The 24-hour rule is essentially a “cooling-off period” to allow for all parties to remove immediate emotional reactions from the dialogue. The goal of dispute resolution is for all parties to work through the situation at hand as partners in the athletic and personal development of our athletes, rather than as adversaries. P.L.A.Y. believes that the 24-hour rule is critical in creating this positive dynamic.

All Participants should attempt to resolve disputes expeditiously and fairly at the lowest possible level within the following Dispute Resolution Process:

1. If possible, have your child be an advocate for themselves and speak to the coach directly with any questions or concerns. Parent(s) and/or Guardian(s) are welcome to be a part of any athlete-driven conversations.
2. A parent/guardian may contact the coach directly with the goal of having an objective and productive conversation.
3. If this dialogue does not produce a resolution, the conversation should be brought to the following (in order): Grade Level Manager, Sport Director, Sport VP, VP of Season (i.e. Spring/Summer or Fall/Winter).

If, after the above steps have been taken, a dispute is not resolved to the satisfaction of the involved parties, a written grievance may be presented to the P.L.A.Y. Executive Board President. This must be submitted within seven (7) days of the last good faith attempt at resolution using the above process. This submission is to request a review of the situation by the Executive Evaluation and Enforcement Committee (E.E.E. - comprised of the P.L.A.Y. Executive Board President, Executive Vice President and another Executive Board member). The review and response by the E.E.E. shall be considered final. Submitting such a request should be considered a last resort and doing so acknowledges that all parties agree to abide by the provided resolution.

Penalties

Failure to abide by this process for dispute resolution, including the 24-hour rule, will result in the following penalties:

1st offense – Written Warning

2nd offense – Removal of the parent and player (or coach or board member) from all P.L.A.Y. activities for a period of two (2) weeks.

3rd offense – Removal of the parent and player (or coach or board member) from all P.L.A.Y. activities for a period of one (1) year. Permanent suspension of athlete/coach privileges is possible and will also be considered.

Notification of any youth disciplinary action may be made to any of the following parties: league governing bodies, other sport leadership within P.L.A.Y. and/or local law enforcement. Notification of any adult disciplinary action may be made to any of the following parties: league governing bodies and other sport leadership within P.L.A.Y., Laker Athletic Alliance member leaders and/or local law enforcement.

Significant Escalations

If a participant is involved in a physical altercation with a coach, board member, or a board member’s family members, a thorough investigation will be conducted. Upon review, penalties/suspensions may be assessed, up to and including, removal from all P.L.A.Y. activities for an indefinite period of time.