

# **TUALATIN TIMBERWOLVES YOUTH FOOTBALL ASSOCIATION GRIEVANCE PROCEDURE**

## **Purpose:**

Provide a process for addressing complaints and response to feedback.

## **Policy:**

Our organization strives to provide a positive experience for all players. We will conduct an unbiased review and offer resolution to all complaints. To ensure that this is met, the following is a procedure for resolving grievances and feedback.

## **Procedure:**

### **STEP 1:**

- The parent/guardian must present the issue either verbally or in writing to the Head Coach of the participating child's team.
- The Head Coach shall respond as quickly as possible with a proposed solution.

### **STEP 2:**

- If the Head Coach cannot assist in resolving the matter, or if the parent/guardian is dissatisfied with the resolution, the parent/guardian will present the feedback/grievance to the TTYFA Board through the online TTYFA Feedback/Grievance form.

### **STEP 3:**

- The feedback form will be sent to the VP of Football for review. Members of the Board may meet with the parties who may have knowledge relevant to the complaint. After completing the investigation, the VP of Football shall render a decision notifying the complaining parent/guardian and the individual who is the subject of the complaint.

### **STEP 4:**

- The VP of Football will keep a record of all feedback, looking for trends. If a trend is evident, they will present it to the TTYFA board.

### **STEP 5:**

- The TTYFA board will evaluate the situation and make recommendations. Recommendations available to the board are: placing the individual on warning, suspension or dismissal of a coach and or, not allowing a coach to return in that capacity in the Program. This recommendation may not be made public.

If the complaint concerns the safety or welfare of a child participating in the Program, the complaining parent/guardian may bypass Step 1 and 2 of the Feedback/Grievance procedure and contact the President and/or VP immediately.

Additionally, if the complaint involves someone other than a coach or team parent, the complaining party may bypass Step 1.