

# Clairemont Girls Fastpitch

## Problem Resolution Procedure

Ideally, most problems can be resolved between you, the team parent/s, coaches, managers, or whomever the issue is with. If you have a problem, first go and address it with the individual/s and make every effort to resolve it. It is always the desire of the Board that persons attempt to work out their conflicts on their own, as adults, prior to submitting dispute to the Board. Verbal disputes will NOT be acted on. Your dispute must be IN WRITING for it to be discussed by the Board and for potential corrective action to be taken. If you believe a higher-level of review is required, use the formal procedure below.

### Procedure

**Purpose:** To provide a means by which a conflict may be considered, discussed and resolved at the closest possible level to the point of origin.

Any dispute concerning a manager, coach, team mom, Chaperone, league parent, CGFP Board Member or league policy is the intended purpose for utilizing these procedures.

**Formal Procedure:** If informal efforts have not been successful in resolving the issue, you may utilize the formal procedure.

**First Level of Appeal:** If the issue has not been resolved to your satisfaction, you have the right to discuss it with your Division Representative. Every effort shall be made to resolve the issue in this manner.

**Note:** Division Representatives are encouraged to discuss the issue with the Player Agent for advice.

**Second Level of Appeal:** The appeal shall be directed to the Player Agent as soon as possible after dissatisfaction of the Division Representatives response.

**League President Review:** If satisfaction has still not been met, the issue shall be put in writing and forwarded to the President of the Board of Directors. The President should discuss the issue with both the Division Representative and the Player Agent prior to rendering a decision. If the issue is still not resolved to satisfaction it will be sent to the Board of Directors for review.

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### **Board of Directors Review:**

1. Your dispute will be given to the Secretary and/or Player Agent for distribution to the Board. Once submitted in writing the persons named in the dispute should under no circumstances contact the letter writer directly. Violation of this will be considered a Code of Conduct Violation. The person named in the dispute can however ask a third party Board member to contact the letter writer to see if face to face resolution is still possible.
2. Dispute submitted in writing will be discussed at the next board, provide the letter is received at least 5 days prior to the Board meeting. If not received 5 days prior to Board meeting, the letter will be addressed at the following scheduled Board meeting.
3. The issue will be presented in writing and in person to the Board of Directors for a final decision. This person will receive 10 minutes to address the Board. Additional time, if requested, may then be granted by the presiding officer.
4. A formal, written response will be returned to the submitting party within 30 days following the above mentioned board meeting.