Grievance Policy

**Blackfalds Warriors Lacrosse Association (BWLA)** is committed to assuring equitable treatment for all and to guaranteeing the protection of volunteers from harassment and abuse. The Association recognizes that in the course of its activities, diverging opinions and difficulties can emerge and consequently, complaints may arise about a member, team official, a policy or a practice of the association or one of its teams.

It is our goal to have issues resolved at the lowest level possible and keep the lines of communication open. The parties to the matter have the right to read all written material presented to the Committee, hear all witnesses who attend the Hearing and be informed of all relevant information of which the Committee is aware. The parties have the right to present evidence, to be heard, and to cross-examine witnesses called by the Committee or by other parties. In the case of written material or information received other than by way of the witness being present at the hearing, either personally or by telephone, any party may apply to the Committee to have the opportunity to cross-examine the witness either at the Hearing or by telephone.

The reporting of unacceptable behavior by a director, spectator, coach, player, parent or official is the triggering event of the complaint handling procedure. The reporting process will govern the person(s) responsible for investigating the complaint. The methods of enforcement will vary dependent on the severity of the event. If an incident occurs which meets the definition of unacceptable behavior and in the opinion of a player, spectator, coach, official or administrator, is serious enough to warrant a formal complaint, then an Incident Report Form must be completed. This form is part of the policy.

1. Anonymous complaints will not be acknowledged nor acted upon.
2. Parents/guardians will not approach coaches immediately after a game to air a grievance or complaint. To prevent further escalation and poor communication, parents and team officials must observe the 24-hour rule **BWLA** is firm on the observance of the 24-hour rule.
3. All complaints or grievances shall be dealt with in 3 days and in confidential manner.
4. Any complaints must be first brought to the attention of the person responsible (ie: team official)
5. If the complaint is not resolved, the complainant may approach the **board** for further action.
6. All complaints that proceed to the executive level must be submitted in writing outlining the details and facts of the incident. **BWLA** Grievance form must be used when submitting grievances. Can be emailed to bfparentlaision@gmail.com.
7. Members of the Association will be informed of the resources at their disposal when a disagreement arises. Each step must be completely explored before proceeding to the next step in the process.
8. Any complaints again an official must be reported in writing to the **CALL President and the RIC of CALL.**
9. Should a hearing be warranted, the hearing panel will consist of discipline chair, 2 board members and 2 impartial members of the association.



 **Grievance Report**

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| Date and Time of Incident |  |
| Name of the offending Individual |  |
| Associated with Team (Division) |  |
| Name(s) of additional witnesses: |  |

Please describe the circumstances causing your grievance (give specific factual details, times, location, and name all the individuals involved.

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Name of person submitting \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date submitted \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_