

# Cochrane Minor Ball Grievance Procedure

This procedure is to create a fair and standard review procedure in dealing with formal complaints. This policy and procedure applies to all Players, Coaches, Parents, Spectators and Umpires in the Cochrane Minor Ball association. Please refer to our website for Codes of Conduct and Policies that will act as CMB guidelines. Cochrane Softball is governed under Calgary Minor Softball Association.

Incidents that cannot be handled between the coach and the designated coordinator of that division will need to be reported to CMB Administrator. Please fill out the incident form and send via email within 48 hours to the CMB admin. The Incident report can be found on our website. It is important to fill out the form completely. Complaints are not taken lightly and until a formal complaint has been submitted no review will take place. CMB will make every effort possible to have resolution within 48 hours of receiving the incident report.

## Review Process

STEP 1	Address the issue with your team's coach/manager or the designated coordinator of your division.
STEP 2	If the issue is not dealt with to your satisfaction; please send the details of your concerns or issues to CMB admin through filling out a formal complaint form that will be directed to the Grievance Committee.
STEP 3	If the committee finds that a person is in contravention of any of the policies, practices or procedures of CMB, then that person will be informed of such and be given an opportunity to make corrections and/or a disciplinary action will be handed out.
STEP 4	If, after a reasonable amount of time the person refuses or will not confirm to the request of the committee, the committee will take the issue to the Executive Board of Directors who will determine the next course of action.
STEP 5	The Executive Board of Directors will determine if that person will no longer be welcome to volunteer, play or attend at CMB.