# Flower Mound Lacrosse Association

## Grievance Policy and Procedures

Flower Mound Lacrosse Association ("FMLA") believes that parents, players and coaches should have a fair opportunity to resolve complaints and concerns regarding the organization, board members, coaches, parents and players. Where the complaint involves matters that could first be discussed with the offending party, FMLA believes the open door policy between coaches, parents and players should be followed. FMLA would encourage parents, players and coaches to communicate with each other or the board to resolve any differences. Coaches and the Board of FMLA will make themselves available for discussion with the player and parent. In regard to complaints or concerns between players or parents, FMLA would encourage the players and parents to make themselves available for discussion and resolution with each other. Further, FMLA would recommend that such discussions do not occur immediately before or after an incident or a game as the coach's, parent's and player's mind, focus and attitude may not be able to objectively deal with the disagreement and concern at hand. Instead, parents, players and coaches should agree upon a time to discuss the concern at hand and carry through with that discussion to reach an amicable resolution, if possible.

Where the complaint or concern cannot be resolved or does not involve a situation that would be appropriate for discussion and resolution without intervention by neutral third-parties, the involved persons should adhere to the following procedures.

1. Any person and/or persons wishing to file a grievance must do so in **writing via email or other form of writing** to the FMLA Board of directors within 10 days of the occurrence.
2. The FMLA Board will notify the person and/or persons involved in the grievance within a 7 day period of receiving the written notification.
3. The Board will then gather the related information, which may include eyewitness accounts, written information, i.e. handbook, registration forms etc., and other such information.
4. If the Board decides that the incident that initiated the grievance and/or the grievance itself has no merit, they will render their decision immediately.

If the Board finds that it warrants further consideration, the following steps will be initiated in a timely matter:

1. The FMLA Board will appoint a Grievance Committee that will consist of a least 3 FMLA members that are not involved in the grievance. The Grievance Committee will notify all the parties involved 7 days in advance of a date to hear the grievance.
2. All persons wishing to address the Grievance Committee, either for or against the grievance, shall notify the Committee that they would like to be put on the hearing agenda within 4 days of the notification.
3. Each person will be allotted 10 minutes to address the Grievance Committee. If any person cannot attend, they will be allowed to submit in writing their response to the grievance.
4. The Grievance Committee will meet separately to consider the grievance and render their decision.
5. All parties will be notified by either a follow up meeting or mail or email as to the committee's decision. The decision will be Final! The committee will inform the FMLA Board of the decision and it will be noted in the minutes of the next board meeting.
6. If the decision of the Grievance Committee determines that probation or suspension from FMLA is warranted, then the Board will take into consideration the period of probation or suspension recommended by the committee and implement the decision. The decision may also include follow-up meetings and/or observations as to the probation period, before the incident is resolved and reinstatement has occurred.