



## **HFSA Grievance Policy and Procedure**

### **Purpose:**

The HFSA Grievance Policy and Procedure is intended to assist in finding resolution to complaints within the Hutchinson Figure Skating Association. If an \*HFSA member\* has a complaint regarding an incident that violates one of HFSA's policies/guidelines, you may file a grievance following this procedure.

### **Procedure:**

1. If an HFSA member has a complaint against another member that violates an HFSA policy, it is recommended that all parties take a 24-hour waiting period prior to addressing the incident.
2. After this 24-hour period, the involved parties should try to come to a resolution to the issue/incident. This discussion should not occur around, or involve other HFSA members who were not directly involved in the incident.
3. If, after the incident is addressed by the involved parties, a resolution can not be agreed upon or you feel the grievance needs involvement of the HFSA board, a Grievance Report must be filed and submitted to the HFSA board.
  - a. Grievance Reports can be found on the HFSA website under About/Skater Forms & Documents.
  - b. Completed forms can be emailed to the HFSA President (current President's email address can be located on the HFSA website), given directly to any HFSA Board member, or put in the locked box outside of the HFSA locker room.
    - i. During the regular HFSA season, the locked box will be checked weekly.
    - ii. If immediate attention is needed, the Grievance form must be emailed to the HFSA President.
4. The HFSA Board will gather all necessary information from the involved parties. Any parties outside of those who filed the grievance and those who the grievance was filed against, will only be contacted as absolutely necessary. Involvement of outside parties will be kept as minimal as possible.
5. If the board finds no violation of any HFSA policy, the grievance will be closed and no further action will be taken.
6. If the board finds that there was a violation of an HFSA policy, the disciplinary guidelines will be followed as outlined in the HFSA Parent/Skater Agreement and the Hutchinson Figure Skating Association Disciplinary Policy - Coaches and Board Members.
7. The board will notify all parties involved in the grievance when a resolution has been determined. All grievances, along with the resolution, will be kept in the HFSA members' file.

\*HFSA member, for purposes of this policy, is defined as any HFSA skater, parent, Board Member or coach\*