

EAST GRAND FORKS PARKS & RECREATION CONDUCT & DISCIPLINARY POLICY



GREIVANCE POLICY & PROCEDURE

It is important to the health of our organization to have an open-door policy on any concerns you may have. It is important to remember, however, how to best channel these concerns.

- For example: If you are unhappy about a coach's decision, do not complain to them immediately following the practice or competition. Instead, wait 24 hours and then request a time to visit with the coaching staff about the situation.

Below is an outline of the grievance procedure that shall be followed by all players, coaches, parents, and family members involved in the East Grand Forks Parks & Recreation programs and activities.

Grievance Procedure:

In the event a parent or participant has a concern, complaint, or suggested change regarding the activity or the operation of the Parks & Recreation program as a whole, the following process should be followed:

- 24-hour Cooling Off Period Requirement: Allow 24 hours to pass before reporting the situation. In many cases, people will have issues that they feel very passionate about, and this passion can cause instant reactions, both positive and negative. This requirement will allow people to think about workable solutions to a situation and be able to discuss them in a rational manner.
- If the concern is sport specific, regarding a team or participant manner, the following is the hierarchy for discussion among parties to resolve issues. If resolve can't be attained by the first group, then the next group will attempt to find resolve, etc.:
 1. Coaches and player(s)
 2. Coaches, player, and parents
 3. Coaches, player, parents, and Recreation Supervisor and/or Parks and Recreation Superintendent.
- If the concern is non-sport specific and is more generally related to the conduct or behavior of a member of our program, or an incident that has taken place in our program, all members follow the following procedure.
 - Contact the Recreation Supervisor and/or Parks & Recreation Superintendent with your concerns.
 - Complete the Grievance Form found on our website at www.egfparks.com and click on the "Policies & Procedures" page.
 - A fully completed Grievance Form must be completed before a review of the incident will occur. Concerns must be documented through the Grievance Form before a review will occur.
 - The Parks & Recreation Superintendent will review the incident according to policy and determine what further action will be required.
 - All verbal or written discussions shall be done in a respectful manner in accordance with the Policy and Code of Conduct adopted by the organization. Any violation of the Grievance Procedure will be considered a violation of the Code of Conduct and subject to disciplinary action to be taken by the Disciplinary Committee.