

Purpose:

To establish a policy and procedure for grievances within the MSC so a process is available to communicate grievances and allow for appropriate and timely resolution.

Encourage resolution of grievances and conflicts at the team or lowest level whenever possible.

Recognize that certain situations may not be satisfactorily resolved at the team or lowest level possible, requiring intervention at a higher level within the club organization.

Procedure:

Step 1. Discuss and report the grievance with the head coach of the appropriate team. If this is not feasible or fails to satisfactorily resolve the issue, then proceed to Step 2.

Step 2. Discuss and report the grievance to the Age Group Coordinator (if available). This can be accomplished by personal notification or email. If this is not feasible or fails to satisfactorily resolve the issue, then proceed to Step 3.

Step 3. Discuss and report the grievance to the MSC Grievance Director (contact information provided below). This can be accomplished by personal notification or email. If this is not feasible or fails to satisfactorily resolve the issue, then proceed to Step 4.

Step 4. The final step is to write a formal grievance to the MSC Board of Trustees with the detailed grievance along with a detailed explanation of actions taken to date to try and resolve the situation and which addresses Steps 1, 2 and 3 above.

The MSC Board will determine if the actions taken to date were appropriate and no further action is required; or whether the grievance requires further investigation. If the Board determines that further review is necessary, a three member Grievance Task Committee will be appointed by the MSC Board of Trustees to investigate and present recommendations to the full Board. The individual filing the grievance is welcome to be present at any Board meeting, including the meeting during which their grievance is presented. However, the Committee reserves the right to deliberate in private if they feel the situation so requires

Grievance Task Committee:

The Grievance Task Committee shall meet to consider the grievance within fourteen (14) days of the Task Committee's formation with a final report to be provided to the board within thirty (30) days of the Committee's receipt of the grievance. Throughout the Task Committee's efforts the Grievance Director and President of MSC shall be kept informed of their progress and serve as points of guidance if any concerns arise. The committee's process should be as follows:

- An investigation will take place to interview and conduct a collection of facts with coaches, players (in the presence of their parents) and all parties involved, to determine what transpired during said grievance concern.
- A committee meeting shall be conducted to review the concerned grievance. The committee shall discuss all issues to determine the degree and severity of the behavior and the subsequent recommendation for corrective action(s), if necessary.
- The committee shall complete a written report on the facts identified during their investigation along with recommendations which they will present to the Board within thirty (30) days of receiving the grievance

Potential Corrective Actions:

Corrective actions may include, but are not limited to, verbal warning, accompanied by a meeting with Board members; Suspension from all MSC participation for a specified period of time; Suspension from MSC participation for remainder of season; permanent suspension from all MSC participation; and other actions as deemed appropriate by the Board for the particular situation.

Board Review and Determination:

The MSC Board will review the recommendations of the Grievance Task Committee and determine the appropriate action(s) to properly address the grievance. The MSC Board decision stands as the final action at the club level. The MSC Board will reply in writing to the submitter of the grievance on its findings and final determination. Upon conclusion of the final determination, the MSC Board will create a case file consisting of all documents associated with the investigation and fully document the final disposition.

Confidentiality:

MSC recognizes the sensitive nature of certain grievances and will take all reasonable steps to insure that the information reported and gathered through investigations shall be kept confidential and only shared with those individuals with a need to know in order to resolve the grievance. All parties directly involved and/or affected by a filed grievance and who are allowed to continue to be members of MSC, will not and should not be subjected to future retaliatory-like actions as a result of the filed grievance.

MSC Grievance Director (2013-2014 and 2014-2015 seasons): Mr. Phil Dauber, pdauber@verizon.net