

Ankeny Centennial Basketball Club

Grievance Process and Procedures

While even good people do not agree on everything, the ACBC coaches, directors, and board have a duty to make decisions in accord with what they believe to be in the best interest of the athletes in the context of the ACBC philosophy and bylaws. When a parent or other concerned party has a disagreement or concern, it is necessary for the issue to be both expressed and heard in a manner showing mutual respect. The ACBC will seek to provide a fair, unbiased review and resolution of all complaints. To ensure that this is met, the procedure for resolving grievances shall allow an equal opportunity for both the complaining parent/guardian and the individual who is the subject of the complaint to present their position before final resolution of the complaint is made.

PROCEDURE:

Nature of the Complaint: If the complaint concerns the safety or welfare of an athlete participating in the ACBC, the complaining parent/guardian may bypass Step 1 and/or Step 2 of the Grievance Procedure. Additionally, if the complaint involves someone other than a coach or grade-level director, the complaining party may bypass Step 1 and/or Step 2. With respect to all other complaints, the complaining parent/guardian must comply with Step 1 and Step 2.

Grievance Procedure:

Step 1: The parent/guardian must present the issue in writing to the Head Coach of the participating athlete's team. The ACBC feels that the head coach is the most familiar with the child's participation and is therefore in the best position to respond initially to concerns. The head coach will expect a respectful conversation and should document all facts. After considering all facts, and keeping in mind the ACBC philosophy and bylaws, the head coach shall respond as quickly as possible with a proposed solution.

Step 2: If the head coach believes he/she cannot effectively resolve the complaint or if the parent/guardian is not satisfied with the resolution proposed with the head coach, the parent/guardian shall present the issue to the grade-level director. The director

shall then review all of the facts and documentation gathered up to that point, and may meet with both the parent/guardian and the individual who is subject of the complaint, if applicable. In addition, the grade-level director, at his or her discretion, may also meet with any other interested person who may have knowledge relevant to the complaint (other grade-level coaches). If the grade-level director decides to meet with the parent/guardian, a member of the ACBC Board of Directors shall also attend. After review, the grade-level director shall render a decision and notify the grievance originator and the individual who is the subject of the complaint, if applicable, within 10 days of receiving the complaint.

Step 3: If the grade-level director believes he/she cannot effectively resolve the complaint or if the parent/guardian is not satisfied with the resolution proposed by the grade-level director, the parent/guardian shall present the grievance to the respective president. The president shall then review all of the facts and documentation gathered up to that point, and may meet with both the parent/guardian and the individual who is subject of the complaint, if applicable. In addition, the president, at his or her discretion, may also meet with any other interested person who may have knowledge relevant to the complaint. If the president decides to meet with the parent/guardian, a member of the ACBC Board of Directors shall also attend. After review, the president shall render a decision and notify the grievance originator and the individual who is the subject of the complaint, if applicable, within 10 days of receiving the complaint.

Step 4: If the respective president believes he/she cannot effectively resolve the complaint or if the parent/guardian is still not satisfied with the resolution proposed by the president, the parent/guardian may appeal to the executive board. The parent/guardian appealing shall notify in writing the president of their desire to appeal the decisions within seven days of the president's decision and at least five days before the next regularly scheduled executive board meeting. The president will notify the board of the appeal, provide a copy of the Grievance Information Form, and the written decision of the president to the board. At the next scheduled executive board meeting, the board will hear and consider the grievance. The person filing the grievance, the individual involved in the complaint (if applicable), and any other interested person may attend this meeting and be heard. After all of the facts have been considered and an opportunity has been provided for individuals to be heard, the board shall vote on the matter and render its decision. This board vote decision is final. A copy of the board meeting minutes shall be kept by the president.

**Ankeny Centennial Basketball Club
Grievance Information Form**

Date: _____

Name of Individual Submitting This Form: _____

Contact Information: Telephone: _____

Cell Phone: _____

Address: _____

Describe a brief summary of your concern(s) - attach a separate sheet if necessary:

What steps have you already taken to resolve this matter?

Head Coach: _____ Date: _____

Feedback/Proposed Resolution:

Grade-Level Director: _____ Date: _____

Feedback/Proposed Resolution:

ACBC President: _____

Date: _____

Feedback/Proposed Resolution:

What do you propose to resolve this, and why do you believe this is the right thing to do?

Appeal to the Ankeny Centennial Executive Board.

X _____ Date: _____
Person Submitting Request

X _____ Date: _____
Person Receiving Appeal

Date of the Board Meeting: _____

Final Decision of the ACBC Executive Board:

