



## Orting Lacrosse Club - Reporting Procedure

### Levels of complaint:

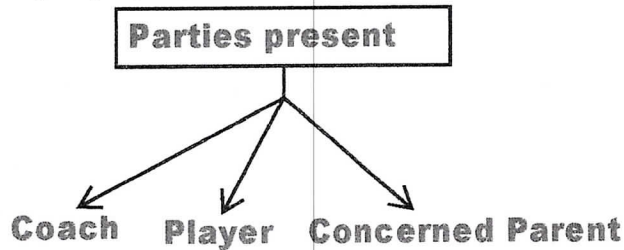
Level 1) A minor complaint like playing time, a first-time complaint against a team mate who is playing aggressively, an instance of bullying, or being given a hard time and it's gone too far.

Level 2) A second time complaint where issues described in Level 1 have been brought to the coach's attention and the issue has not been resolved.

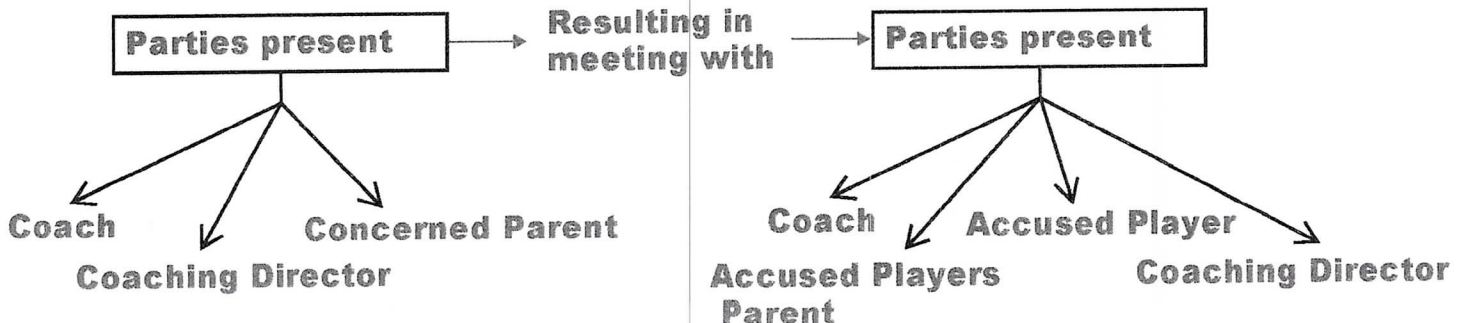
Level 3) A serious complaint of abuse, targeting, multiple counts of bullying, sexual harassment, or harsh pranking.

### Complaint procedures for levels of complaints:

Level 1) This is a minor or first-time complaint. Encourage the player to speak directly with the coach. The parent may be present, but the player is urged to present their complaint on their own and try to address it themselves. If the player is having trouble presenting their case, the parent may step in to help the player verbalize what they're trying to communicate. For example, playing time, not understanding the drills, a player feels harassed, etc.



Level 2) At this point, the player has already tried to address their frustrations to the coach, and it hasn't been addressed in a manner that is acceptable by the player/parent. Here, the parent will then address the coaching director in writing via email or text. The Coaching director will then work to resolve the issue with the coach, player, parent, ect.



Level 3) At this level, it is either a multiple count offense, an issue involving constant bullying or badgering, including physical, verbal, slander, sexual harassment, or continuous harsh pranking. The parent has already filed a written complaint with the coaching director and the issue has remained unresolved or has worsened. The parent can either approach the president or the coaching director and a meeting will convene between the concerned parent, the president, the coach and the coaching director. This is also documented, and the harassing player will be disciplined with bench time or expulsion from the team. There will be a committee established with the coaching director, the president, and an unbiased board member to decide the appropriate discipline for the harassing player and or coach.

