



# FFL Grievance Policy & Procedure

Our goal is to provide a positive experience to all members within our youth sports program. However, we realize that from time-to-time an issue may arise within our organization that requires attention. We have designed our Grievance Policy to provide a process in which an individual can present an issue for review and resolution. Complaints will be based on the conduct of members of the FFL during league related activities. *A Grievance Committee will not hear complaints about the FFL Policies and Procedures. A Grievance relates to the violation of FFL Policies and Procedures. FFL Policies and Procedures can be found at [www.friscofootballleague.com](http://www.friscofootballleague.com).*

*In an effort to resolve grievances in a reasonable and effective manner, we request your cooperation in complying with the Grievance Policy.* Any grievance should be presented on an individual basis. It will be the intent of FFL to keep these matters confidential, involving only those associated with the grievance. However, any sanctions and/or loss of privileges, may be posted and/or shared with other involved FFL members at the discretion of the FFL Board.

The following procedures should be taken regarding any grievances of an individual affiliated with Frisco Football League. All prospective grievances should be initiated within seven days of incident. The objective is to resolve issues at the most immediate level. Listed below are the steps that should be taken in relation to the filing of Grievance.

- 1) Contact your Head Coach to notify him/her of prospective grievance. Your Head Coach may be able to provide additional insight as to whether the prospective grievance violates FFL Policies and Procedures.
  - a) If your prospective grievance involves the Head Coach, go to Step 2.
  - b) If your prospective grievance is determined by you and the Head Coach to violate FFL Policies and Procedures, fill out the Grievance Form found at [www.friscofootballleague.com](http://www.friscofootballleague.com) and go to Step 2.
- 2) Contact the Secretary of FFL who is in charge of Grievances, known as the Grievance Coordinator, and forward the Grievance Form to [secretary@friscofootballleague.com](mailto:secretary@friscofootballleague.com).
- 3) The Grievance Coordinator will attempt to resolve the Grievance and may request additional information from you as well as others involved with the Grievance. The Grievance Coordinator may share the information with additional Board Members for advice and counsel. It will be the sole discretion of the Grievance Coordinator, with advice and counsel from other Board Members, to determine whether a Grievance Committee must be formed. A Grievance Committee must convene and take the matter into consideration within 72 hours of being formed.

- a) A Grievance Committee will consist of five members. The committee will be chaired by the Grievance Coordinator. Two of the five members will be FFL Board Members, excluding the FFL President, while the remaining two members will be Head Coaches from a different age division than those involved in the incident.
- 4) The Grievance Committee will review all collected information and has the right to ask for additional information. The Grievance Committee will remain confidential in their discussions and make recommendations to the FFL Board regarding the participants of the Grievance.
  - a) At any point that a participant of the Grievance becomes uncooperative, the Grievance Committee has the right to end the Grievance and make recommendations to the FFL Board.
  - b) The Grievance Committee has the right to make recommendations to the FFL Board regarding any participant to the Grievance.
- 5) The recommendations of the Grievance Committee will be provided to the FFL Board. The FFL Board will choose to accept, modify, or reject the recommendations within 72 hours of being notified. The participants, whether directly and/or indirectly involved, will be notified of FFL Board decisions.
- 6) An appeal of the Grievance Committee's recommendations may be made to the FFL Board President. The Grievance Committee's recommendations are in effect until a decision of the appeal is made by the FFL Board.
  - a) Those Board Members involved in the Grievance Committee's deliberation will excuse themselves from decisions regarding the appeal.
  - b) There is a \$100 Appeal Fee.
- 7) Filed Grievances, whether acted upon or resolved, will be retained on file and may be used in the disposition of future Grievances or in decisions regarding involvement in FFL.