

## Formal Grievance Policy –

Should any person wish to file a concern or complaint with the Novato Youth Soccer Association Board of Directors regarding: any aspect of the logistics related to the league, any issue related to a coach (volunteer or compensated), any issue related to a staff member (volunteer or compensated), or a specific issue, policy, or determination made by the NYSA Board of Directors; that person shall file said complaint in the following manner:

- I. Prepare a written account of the incident, issue, policy in question or determination in question:
  - a. State the specific issue or incident that occurred, and or the specific policy or determination in question.
  - b. Include specific date(s) when this incident occurred if applicable.
  - c. Include relevant documentation including pictures or video if applicable.
  - d. Include specific request of resolution desired.
  
- II. Forward your completed written complaint or concern, via email or standard mail, to:
  - a. The President of NYSA, Vice President of the Competitive Program of NYSA, and the Vice President of the Recreation Program of NYSA.
  - b. Email addresses for these three NYSA Board Members may be found on the NYSA Website.
  - c. All mailings should be directed to:  
NYSA President  
C/O Novato Youth Soccer Association  
PO Box 1046  
Novato, CA 94948
  
- III. Formal Review of Concern or Complaint:
  - a. The President of NYSA will notify the Executive Board of the NYSA Board of Directors of the concern or complaint within 3 days of receipt of the file.
  - b. The Executive Board of NYSA will then determine if the concern or complaint requires immediate action through a *SPECIAL HEARING, CLOSED SESSION*, or if the matter can be held over to the next regularly scheduled board meeting.
  - c. In the event that the concern or complaint requires immediate action, the President will request a *SPECIAL HEARING, CLOSED SESSION*. This hearing will be scheduled within 72 hours of the Executive Board's determination that the concern or complaint requires a *SPECIAL HEARING, CLOSED SESSION*; however the attendance of at least 2/3's of the elected, voting board, must be available to attend.
  - d. In the event that the concern or complaint does **not** require immediate action, the President will schedule an *INCIDENT HEARING, CLOSED SESSION* for the NYSA Board of Directors. This hearing will be scheduled immediately following the next regularly scheduled NYSA Board of Directors meeting; however the attendance of at least 2/3's of the elected, voting board must be available to attend.
  - e. All Closed Session hearings shall include NYSA elected board members and the Director of Coaching and/or Assistant Director of Coaching if the incident involves a coaching matter.
  - f. The NYSA Board of Directors reserves the right to call compensated/volunteer staff, witnesses, and/or the concerned or complaining party to the Closed Session hearing in an effort to gain perspective, insight, or evidence related to the specific concern or complaint.

- IV. Formal Determination; Response to Concern or Complaint:
- a. For issues requiring an immediate response or decision, the NYSA Board of Directors will issue a written statement to the complaining party within 48 hours of the *SPECIAL HEARING, CLOSED SESSION*. This statement will be written by the Executive Board of the NYSA Board of Directors.
  - b. For issues that do not require an immediate response or decision, the NYSA Board of Directors will issue a written statement to the complaining party within 60 days of the *INCIDENT HEARING, CLOSED SESSION*. This statement will be written by the Executive Board of the NYSA Board of Directors.
- V. Conflict Of Interest Clause:
- a. The NYSA Board of Directors reserves the right to remove any board member from any concern or complaint hearing that includes or involves the said board member in any manner .
  - b. The NYSA Board of Directors shall vote in a closed session, without the board member in question present, deciding by quorum that the board member shall be removed from the hearing.
  - c. If the board of directors votes to remove said board member, then said board member shall not participate in any aspect of the hearing, or determination on the concern or complaint.