

## **Ignite Sports, Inc.**

### **Grievance Process & Procedures**

In the event of a player/parent grievance with a coach, the following steps will be followed after a 24 hour cooling off period. No parent can approach a coach nor submit an issue within 24 hours of a game or tournament.

#### **Step 1:**

The player should discuss the concern with his or her coach (with another coach present) and work to a mutually agreeable solution. All of our coaches should be considered approachable. Ignite strives to ensure all coaches are willing to listen to a player's concern. Until the coach is made aware of the concern / issue, nothing can be done to alleviate it. To benefit the player, it is preferred to avoid waiting until the end of the season to voice any concern.

#### **Step 2:**

The parent/guardian must present the issue in writing to the Head Coach of the participating athlete's team. Ignite Sports 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 Ignite's philosophy, the head coach shall respond as quickly as possible with a proposed solution.

#### **Step 3:**

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 a member of the Ignite Board of Directors preferably the Ignite Coach Liaison. The board member 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 board member, 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 board member decides to meet with the parent/guardian, another member of the Ignite Board of Directors shall also attend. After review, the board member 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 board member believes he/she cannot effectively resolve the complaint or if the parent/guardian is not satisfied with the resolution proposed by the board member, 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 Ignite 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 5:**

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 entire Ignite 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 Ignite 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.

**Ignite Sports, Inc. 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:

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What steps have you already taken to resolve this matter?

Head Coach: \_\_\_\_\_ Date: \_\_\_\_\_

Feedback/Proposed Resolution:

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Ignite Coach Liaison or Board Member: \_\_\_\_\_ Date: \_\_\_\_\_

Feedback/Proposed Resolution:

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Ignite President: \_\_\_\_\_ Date: \_\_\_\_\_

Feedback/Proposed Resolution:

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

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Appeal to the Ignite Board of Directors.

X \_\_\_\_\_ Date: \_\_\_\_\_

Person Submitting Request

X \_\_\_\_\_ Date: \_\_\_\_\_

Person Receiving Appeal

Date of the Board Meeting: \_\_\_\_\_

Final Decision of the Ignite Board:

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