

Policy No. 003
Issue No. 1
Date 8/14/15

Grievance Policy



Overview To provide a method to report and track players, parents, coaches, referee's, and teams concerns or input. Overall feedback to be used improve the Post Falls Junior Tackle & Cheer (PFJT&C) program and provide a positive experience.

Policy All those involved with PFJT&C shall have the ability to communicate conflicts or concerns in an effective and appropriate manner and have them resolved in a timely matter and on record.

Policy Guidelines

Team Manager's Requirements All Team Managers are responsible for having grievance forms available and stored in their team books.

- When grievances or concerns are brought to the attention of the Team Manager, the grievance needs to be recorded on the form.
 - All managers will respect those that file grievances. All grievances will be kept confidential. Grievances are not to be shared or discussed at the team level.
 - The grievance form will be given to whomever is in charge of Team Managers (furthermore referred to as the League Manager).
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League Manager's Requirements

- The collected grievance forms shall be reported at the next PFJT&C Board meeting for resolution.
- Once the grievance is resolved by the PFJT&C Board, it will be reported back by the League or Team Manager to whomever filed the grievance.
- If the individual filing the grievance would like to keep the grievance anonymous, the form can be filled out and delivered to the League Manager or PFJT&C President (bypassing the Team Manager) for review at next PFJT&C Board meeting.
- If the grievance requires immediate attention, it can be brought to the attention of the PFJT&C President for immediate resolution. The grievance form still needs to be recorded and reviewed at the next PFJT&C Board meeting. This ensures procedures can be reviewed and changes made to better the PFJT&C program.
- All filed grievances will be kept until the season is completed in the grievance binder held by the League Manager and will be accessible for PFJT&C Board members to view.

Associated Forms Grievance Form

Approving Authority PFJT&C Board

Responsible Party Team Level – Team Manager
Board Member – PFJT&C Board Member Assigned to Team Managers
Organizational Level – PFJT&C Board members