

ARTICLE X
CONFLICT RESOLUTION

10.1 *Bona Fide Grievances.* Bona fide grievances most often concern an incident during a game or practice, the club's program in general or inappropriate behavior by a coach, player, parent or other individual affiliated with or attending a GYAC intramural or travel event. Bona fide grievances do NOT include parental concerns that involve questioning the tactical judgment, decision making, coaching philosophy or other similar decisions made by the coach or assistant coaches. Questions relating to coaching style should be addressed by speaking directly with the coach in a non-judgmental, respectful and appreciate manner.

10.2 *Grievance Committee.* The Grievance Committee shall consist of two Vice Presidents and the Recording Secretary. The Grievance Committee will record all grievances received and submit a report to the Board. All grievance decisions by the Grievance Committee will be submitted in writing to the grievance parties and the Board, and all decisions shall be considered final and un-appealable.

10.3 *Grievance Procedure.* It is the policy of the GYAC to provide its players, managers, coaches, parents and interested members of the public with a reasonable procedure for addressing and resolving bona fide grievances. In all instances, the informal resolution of complaints is strongly encouraged, and only after the inability to resolve such complaints informally, may the formal resolution procedure be initiated. To initiate a formal resolution procedure, submitting grievance party should file a formal complaint, by email, to **grievances@GYAC.org**; the formal complaint must include the following information:

- (i) Name;
- (ii) Date;
- (iii) Phone;
- (iv) E-mail;
- (v) Description of complaint; and
- (vi) Resolution sought.

The submitting grievance party shall submit all formal complaints within thirty (30) days of becoming aware of the matter giving rise to the grievance, and any resolutions shall be made within thirty (30) days of receiving the formal complaint. The formal grievance process shall include, when necessary, in-person interviews with all parties of the grievance in a fair and just manner. The Grievance Committee shall have the power to make an interim decision/suspension while the formal grievance process is being conducted.

10.4 *Confidentiality.* All grievances will be confidential within the submitting grievance parties and the Grievance Committee, unless the issue involves a criminal act that would need to be brought to the attention of the authorities.