



## GRIEVANCE POLICY

A grievance may be tendered by any individual or individuals, acting in compliance with the following policy, who contends that a violation of the CESC Bylaws and/or policies has occurred. This policy is intended to provide direction to such individual(s) and outlines the procedures associated with processing said grievance.

1. Any individual(s) expressing a grievance (i.e., formal complaint) to a member of the Training Staff, Parent Admin/Coach or a Board Member shall be directed to this policy. CESC staff, both volunteer and paid, shall not reply to questions, comments or concerns, or supply any sort of opinion, speculation or interpretation of the expressed grievance. Instead, the person(s) to whom the grievance is expressed should instruct the aggrieved individual(s) that, by following the policy, their concerns will be best addressed in a responsive manner.
2. Grievances shall be categorized as either:
  - (a) Soccer Operations; or
  - (b) Governance.
3. No grievance will be accepted from any individual(s) who:
  - (a) fails to observe the CESC's mandatory "cooling off" period,
  - (b) acts in violation of the CESC's Codes of Conduct,
  - (c) has engaged in any threatening, abusive, or harassing conduct, including verbal, physical or social media abuse, or
  - (d) does not follow the procedures of this policy.
4. A valid grievance must be in writing using the CESC's Grievance Form (attached hereto), explaining the nature of the grievance, the circumstances and indicating the specific provision of the CESC Bylaws and/or policies that was violated.
5. For a grievance to be credible, details of the grievance are not to be discussed with anyone other than the party(ies) directly involved with resolving the grievance.
6. A valid grievance must include an original signature by the aggrieved individual(s) on the completed CESC Grievance Form and be submitted to the Director of Coaching or any member of the Board of Directors.
7. Upon receipt of a completed CESC Grievance Form, the Director of Coaching or member of the Board of Directors shall notify the CESC President or, in his/her absence or in the event of a conflict of interest, the CESC Vice President in order to deem the grievance complete and valid.
8. For grievances categorized as "Soccer Operations"
  - a) The Director of Coaching shall be charged with evaluating/investigating the matter to determine an effective course of action. As appropriate, the Director of Coaching shall attempt to resolve the grievance with the implicated parties amicably and in the best interests of the Club. The Director of Coaching will report back to the Board of Directors with the outcome of the matter and any recommended actions necessary to implement resolution.
  - b) If the matter cannot be resolved by the Director of Coaching, or in the instance of a conflict of interest, the matter will be referred to an ad hoc committee comprised of the Girls or Boys Program Coordinators, as well as two impartial Parent Admins/Coaches to be selected by the Board of Directors for the subject grievance. In the interest of impartiality, the Girls Program Coordinator shall serve as the ad hoc committee member for matters that involve the Boys Program, and the Boys Program Coordinator shall serve as the ad hoc committee member for matters that involve the Girls Program. If a Program Coordinator is in a conflict of interest related to the matter, the CESC President shall serve in his/her place. The ad hoc committee will attempt to resolve the grievance with the implicated parties amicably and in the best



- interests of the Club. The ad hoc committee will report back to the Board of Directors with the outcome of the matter and any recommended actions necessary to implement resolution.
- c) The Board of Directors may accept the recommendation of the Director of Coaching and/or ad hoc committee, or may decide that it is in the best interests of the Club to resolve the matter in any manner approved by a majority of the members of the Board of Directors.
9. For grievances categorized as "Governance"
- (a) An ad hoc committee comprised of three members of the Board of Directors shall be charged with evaluating/investigating the matter to determine an effective course of action. In the interest of impartiality, the ad hoc committee shall be comprised of Directors that do not have a direct vested stake in or are not in a position to derive personal or familial benefit related to the actions or decisions made in their official capacity. As appropriate, this ad hoc committee shall attempt to resolve the grievance with the implicated parties amicably and in the best interests of the Club. The ad hoc committee will report back to the full Board of Directors with the outcome of the matter and any recommended actions necessary to implement resolution.
  - (b) If the matter cannot be resolved by the ad hoc committee, the matter will be referred to the full Board of Directors to attempt to resolve the grievance with the implicated parties amicably and in the best interests of the Club.
  - (c) The Board of Directors may accept the recommendation of the ad hoc committee or may decide that it is in the best interests of the Club to resolve the matter in any manner approved by a majority of the members of the Board of Directors.
10. Decisions of the Board of Directors are final and will be communicated in writing to the aggrieved party(ies).

### **Definitions**

**Soccer Operations:** Matters of or relating to day-to-day soccer team activities, games/training sessions, team formations, player safety/development/evaluation/status, and trainers/team volunteers.

**Governance:** Matters of or relating to day-to-day Club administration, membership, risk management, finance, policy, events and programming.

**Mandatory "cooling off" period:** A 24-hour waiting period after an incident or perceived incident has occurred in order to allow all parties sufficient time to collect their thoughts, calm their emotions and deter any individual from acting hastily, irresponsibly or in a manner that would otherwise preclude them from filing a valid grievance. This time also provide an aggrieved individual the opportunity to consider and review the circumstances and details of the grievance before final submission to the CESC. The only exception to this requirement is in the case where immediate threat to life, property or personal injury is likely.





## CESC GRIEVANCE FORM

Type of Grievance: (circle one)

Soccer Operations

Governance

1. Date of Incident: \_\_\_\_\_ 2. Approximate Time of Incident: \_\_\_\_\_

3. Location of Incident: \_\_\_\_\_

4. Teams/Clubs Involved: \_\_\_\_\_

5. Individual(s) Initiating Grievance: \_\_\_\_\_

6. Phone # of above: (home) \_\_\_\_\_ (mobile) \_\_\_\_\_

7. E-mail address of above: \_\_\_\_\_

8. Individual(s) Against Whom Grievance is initiated: \_\_\_\_\_

9. Witness(es): \_\_\_\_\_

10. Were the Police Called? Yes \_\_\_ No \_\_\_ If yes, explain

\_\_\_\_\_

\_\_\_\_\_

11. Provision of CESC Bylaws or policy(ies) violated: \_\_\_\_\_

\_\_\_\_\_

12. Description of Incident (Please be specific, additional pages if required):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

13. Signature(s) of individual(s) filing the grievance:

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

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

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

***Completed Grievance Form 8 with original signature(s) to be submitted to  
the Director of Coaching or any member of the Board of Directors.***