



Crook County Grievance Policy and Procedure

Crook County Little League (CCLL) acknowledges that not every game, practice or other event will go on without issues. This grievance policy has been created to deal with these issues.

Please submit your feedback, complaint, or compliment through the submission process outlined below. Please read this policy completely to fully understand how it works. The Grievance Procedure is done by the league president, the league board members and/or league representatives.

As with most youth sports, CCLL works with a "24 Hour Rule" in which we request that prior to filing a grievance with the online form below, the person considering filing the grievance wait 24 hours from the time of the event or activity in question occurs. **CCLL reserves the right to disregard any grievance filed through this forum in less than 24 hours after the event or activity occurred.**

CCLL requests that you consider approaching your grievance on an individual basis with the person or people involved. We recommend you consider a face to face discussion with patience and professionalism. If not in person, we recommend at least a phone call to express your concerns and/or objections.

In the event that a solution or satisfaction is still not reached we have developed the online grievance form shown below. The grievance will be immediately emailed to the CCLL President. The president will review the grievance and determine whether to schedule a private Action Review Meeting with all available parties and applicable CCLL Board of Directors within five business days of receiving the online grievance; however, while not trying to minimize any specific grievance, not everything warrants the attention of the Board of Directors.

The Board will hear descriptions and arguments of both sides and render a decision and solution.

It is recommended the complaint include all parties involved, references to dates and times, and any witnesses to the event or actions described.

It is the policy of CCLL not to reprimand or discriminate against any party simply for filing a grievance through the forum described here. In addition, any party described or included in any grievance in this forum will be afforded the same policy.

It is important that all parties understand when a grievance is filed, it is possible that one or both parties will not be satisfied with the results of the board's decision.

If possible, the Board of Directors will provide a verbal decision at the completion of the Action Review Meeting and a written decision to be delivered within five business days of the completion of the final meeting with all parties. Typically, results of the grievance filing and Action Review Meeting will NOT be published on the CCLL website.

There is no appeal and the decision by the Board is final. If you are unsatisfied with the Board's decision you may bring your issue to the attention of the District 5 Administrator.

Crook County Little League appreciates your interest in improving the league through feedback via this process.