

NO COAST JUNIOR DERBY GRIEVANCE PROCEDURE

What is a grievance procedure?

A grievance procedure provides a formal way for parents/guardians, skaters, and any other league-affiliated and non-league affiliated individuals to voice concerns or complaints to the Board of Directors so said grievances may be investigated and provide resolution to the reported issue.

Why is a grievance procedure important?

A grievance procedure allows the League and the Board to hold each other accountable for their actions to maintain a positive team culture and environment.

How does this procedure work?

Grievances should only be submitted if the issue in question greatly harms the well-being of the League. If you are unsure if a grievance is warranted or how to submit a grievance, please see the following information and the flow chart provided at the end of this document:

- As outlined in the *Code of Conduct/Grievance Procedure* subsection under Article V and Article VI in the [No Coast Junior Derby Bylaws](#):
 - All members of the League are responsible for informing the Board directly when they observe another member committing inappropriate behavior or commit inappropriate behavior themselves in writing.
 - When inappropriate behavior is reported in writing, the Board will investigate in a timely manner. This investigation will involve but will not be limited to; reviewing the written grievance as submitted, interviews with all the involved parties, discussion among the Board members and a decision by the Board.
 - A “decision” by the Board does not mean any action is needed or will be made by the Board or any involved parties.
 - If it is found by the Board that there was an infringement of the Code of Conduct, an appropriate disciplinary action will be handed down from the Board to the perpetrator(s) of the impropriety. If necessary or appropriate, Captains may be involved in the disciplinary decision and actions.

What actions may warrant a grievance?

Instances of when a grievance may be warranted are outlined below:

- Verbal misconduct
 - Examples: malicious or threatening speech, discriminatory, racially targeted speech, sexual orientation comments. Especially if targeting a specific league member (skaters, opponents, officials, and volunteers).
- Physical misconduct
 - Examples: repeated instances of egregious, unsafe skating practices, especially if targeting a specific league member (skaters, opponents, officials, and volunteers).
- Breaches of the Bylaws
 - Examples: dress code, inappropriate social media posts involving the league, slanderous comments made towards the league and or skaters, officials, volunteers.

NOTE: it is important to keep in mind the examples above are not an exhaustive list but rather a helpful resource in navigating this process; other actions/behaviors may also warrant filing a formal grievance/complaint.

How do I submit a grievance?

After reviewing this document in its entirety plus NCJD's Code of Conduct and the League Bylaws and Policies followed by the League, you may submit a grievance by sending an email to nocoastjuniorderby@gmail.com. Please include date(s) and all facts/details pertinent to the matter being reported.

I submitted a grievance, now what?

Once submitted, the Board will acknowledge the receipt of the grievance and may request further clarification or additional information. Please allow 5-10 business days for the matter to be set for review. Once reviewed, the Board will follow-up with you regarding their findings and the course of action that will be taken as applicable.

GRIEVANCE PROCEDURE FLOW CHART

