



NYSA Formal Grievance Policy

Should any person wish to file a concern or complaint with the Novato Youth Soccer Association Board of Directors regarding: any aspect of the logistics related to the league, any issue related to a coach (volunteer or compensated), any issue related to a staff member (volunteer or compensated), or a specific issue, policy, or determination made by the NYSA Board of Directors; that person shall file said complaint in the following manner:

I. Prepare a written account of the incident, issue, policy in question or determination in question:

- a. State the specific issue or incident that occurred, and or the specific policy or determination in question.
- b. Include specific date(s) when this incident occurred if applicable.
- c. Include relevant documentation including pictures or video if applicable.
- d. Include specific request of resolution desired.

II. Forward your completed written complaint or concern, via email or standard mail, to:

- a. The President of NYSA, Vice President of the Competitive Program of NYSA, and the Vice President of the Recreation Program of NYSA.
- b. Email addresses for these three NYSA Board Members may be found on the NYSA Website.
- c. All mailings should be directed to:

NYSA President
C/O Novato Youth Soccer Association
PO Box 1046
Novato, CA 94948

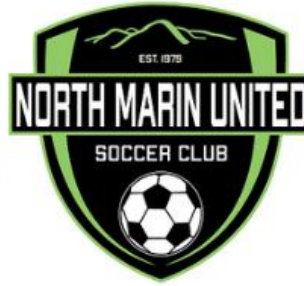


III. Formal Review of Concern or Complaint:

- a. The President of NYSA will notify the Executive Board of the NYSA Board of Directors of the concern or complaint within 3 days of receipt of the file.
- b. The Executive Board of NYSA will then determine if the concern or complaint requires immediate action through a SPECIAL HEARING, CLOSED SESSION, or if the matter can be held over to the next regularly scheduled board meeting.
- c. In the event that the concern or complaint requires immediate action, the President will request a SPECIAL HEARING, CLOSED SESSION. This hearing will be scheduled within 72 hours of the Executive Board's determination that the concern or complaint requires a SPECIAL HEARING, CLOSED SESSION; however, the attendance of at least 2/3's of the elected, voting board, must be available to attend.
- d. In the event that the concern or complaint does not require immediate action, the President will schedule an INCIDENT HEARING, CLOSED SESSION for the NYSA Board of Directors. This hearing will be scheduled immediately following the next regularly scheduled NYSA Board of Directors meeting; however, the attendance of at least 2/3's of the elected voting board must be available to attend.
- e. All Closed Session hearings shall include NYSA elected board members and the Director of Coaching and/or Assistant Director of Coaching if the incident involves a coaching matter.
- f. The NYSA Board of Directors reserves the right to call compensated/volunteer staff, witnesses, and/or the concerned or complaining party to the Closed Session hearing in an effort to gain perspective, insight, or evidence related to the specific concern or complaint.

IV. Formal Determination; Response to Concern or Complaint:

- a. For issues requiring an immediate response or decision, the NYSA Board of Directors will issue a written statement to the complaining party within 48 hours of the SPECIAL HEARING, CLOSED SESSION. This statement will be written by the Executive Board of the NYSA Board of Directors.



b. For issues that do not require an immediate response or decision, the NYSA Board of Directors will issue a written statement to the complaining party within 60 days of the INCIDENT HEARING, CLOSED SESSION. This statement will be written by the Executive Board of the NYSA Board of Directors.

V. Conflict Of Interest Clause:

- a. The NYSA Board of Directors reserves the right to remove any board member from any concern or complaint hearing that includes or involves the said board member in any manner.
- b. The NYSA Board of Directors shall vote in a closed session, without the board member in question present, deciding by quorum that the board member shall be removed from the hearing.
- c. If the board of directors votes to remove said board member, then said board member shall not participate in any aspect of the hearing, or determination on the concern or complaint.