



WINDSOR CENTRAL LITTLE LEAGUE

Parent Grievance Procedure

The Parent Grievance Procedure was put in place as a mechanism to deal with incidents of confrontations between Coaches and Parents. The procedure allows for parents to present their concerns to the Team Manager in structured format.

The VP's role is to present the parents concerns to the Team Manager and schedule a meeting between the Team Manager (and members of the coaching staff if warranted) and the parents after 24 hours of the incident occurring. This allows both parties to cool down, so that the problem can be dealt with rationally. If the parent and the Team Manager are not able to solve their problems another meeting will be scheduled with the Board of Directors.

Important notes regarding the VP/T-Ball/ Baseball/Softball:

- The VP of your respective division only brings grievances to the Team Manager if the Parent wants a meeting.
 - Grievances must be about your child. Grievances about or between parents, or made on behalf of *another* child will not be acted upon. All grievances must be reported within 7 days of the incident.
 - Anonymous grievances will not be acted upon.
 - Grievances are to be in writing. The form will be provided on the website or can be obtained from the VP or any Board Member and then submitted back to the VP.
 - The VP then arranges the meeting and takes notes during the meeting. The VP retains the notes and submits them to the President upon request. The VP has the authority to terminate the meeting if no progress is being made or the meeting becomes confrontational.
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If you have a grievance and want to meet with the Team Manager, the form on the following page must be completed and submitted to the VP in your division.

