

Ames Girls Softball Association Tournament Team Grievance Form 2009

As outlined in the Parent Guide, any problem arising during the season should first be brought to the attention of the head coach by both **parent and daughter**. If the problem cannot be resolved, this form will be used to track progress:

1) Player communicates with the Coach

Players are encouraged to talk directly to the coach and attempt to resolve the problem by themselves. Part of the AGSA experience is for girls to learn to advocate and solve problems for themselves, both on the field and off.

2) Parent and Player communicates with the Coach

Parents may also talk with coaches about a problem but the player must accompany the parent during this discussion. Parents are expected to wait until after a practice to address the coach and are asked to do so privately with the player. At no time are the parents to contact any coach about a possible grievance with out their daughter in attendance.

3) Situation is turned over to AGSA Grievance Committee

Parents **MUST** provide a detailed written document outlining their concerns before this step occurs. In the RARE case that steps 1 and 2 do not resolve the issue, a meeting will be held to determine how to progress further. It may be determined that a member of the Grievance Committee should meet with the player, the coach, or both to resolve the issue. If parents/players are satisfied with the recommendations of the Grievance Committee, they will be asked to sign off at this point or request the situation be turned over to the AGSA Board of Directors. To contact the Grievance Committee please call Kathy Bloch at 515-290-0445.

4) AGSA Grievance Committee communicates with the AGSA Board

Parents will be asked to provide their concerns in writing (as above). In the EXCEPTIONALLY RARE event, that the issue still is unresolved, the Grievance Committee will present the issue either to individual board members, the executive committee, or to the entire AGSA Board for review. All decisions at this level are final and will be closed-door decisions. If a decision requires disciplining of a parent, player, and/or coach the board, due to confidentiality issues, will not release this information.

Progress Outline

- a) Problem brought to the attention of coach by parent and daughter. The coach will document the discussion. If **either** party is not satisfied, move to step b.

Parties Involved: _____

This issue has been resolved to our satisfaction: _____

This issue has not been resolved and we wish a review by the Grievance Committee (written description of problem and action to date must be included): -

- b) Grievance Committee will meet within 72 hours of receiving this petition. Grievance Committee will make a decision based on information presented and discussion with both parties.

This issue has been resolved to our satisfaction: _____

This issue has not been resolved and we wish a review by the Board of Directors (written description of problem and action to date must be included): -

- c) Members of the AGSA Board of Directors will meet within 72 hours of receiving this petition and supporting documentation. The board members will make a decision based on information presented and discussions with pertinent parties. The Board of Directors decision will be final. All parties should note that if disciplinary action is taken against either a coach or a parent/child this information will not be made public due to confidentiality issues.