

***NORTH CARROLL RECREATION COUNCIL
GRIEVANCE PROCEDURES***

The general procedure for when there is a concern with a NCRC program or participant (player, coach, official or parent/guardian) is as follows:

- The coach should be contacted first.
- If the issue is not resolved, then the coordinator of the age group (if applicable) should be contacted. If no age group coordinator then Program Coordinator.
- If the problem is not resolved at this level (or if there is no coordinator for age group) the Program Coordinator should be contacted.

If the above procedure(s) do not resolve the problem, the issue(s) maybe brought before the Grievance Committee for consideration by following the following steps:

1. The grievant will put the issue(s) in writing and submit it to: North Carroll Recreation Council, Attn: Grievance Committee, P.O. Box 546, Manchester, MD 21102. The Grievance Council will establish the validity of the grievance and make a referral as described below within 7 days of receipt of a grievance.
 - However; The Grievance Committee will report complaints alleging physical abuse to the North Carroll Recreation Council Board within 24 hours of receipt.
 - If the Grievance Committee deems necessary, it will hold a meeting with the program coordinator and the person(s) filing the grievance to try and resolve the issue.
 - If the Grievance Committee determines a meeting is not necessary, the grievant and the NCRC Board will be notified of that decision.
2. If a valid grievance exists and the issue remains unresolved after Step 1, the Grievance Committee will notify NCRC Board of the results and schedule a meeting with the Grievance Committee and NCRC Board members with in 7 days to present and discuss the issue(s).
3. If, at the above meeting, NCRC Board agrees with the Grievance Committee's validation of the grievance, the NCRC Board will schedule a meeting within 7 days with the Grievant. The NCRC Board will decide the location and the participants.
4. Within 7 days after the meeting, the issue(s) will be discussed by the NCRC Board and any applicable action is needed will be determined.
5. If suspension or removal is the decision, the Program Coordinator, if necessary, will assume full responsibilities for the person(s) duties in said Recreation Council program.
6. If the person suspended or removed is the Program Coordinator, the NCRC Board will name an interim Coordinator.
7. A written response from the Grievance Committee will be sent to the grievant stating the NCRC Board's decision.
8. In the event of any conflict between these procedures and the NCRC Bylaws, the NCRC Bylaws shall take precedence.