



San Clemente Girls Softball

Problem Resolution Procedure

Ideally, most problems can be resolved between you, the team parent/s, coaches, managers, or whomever the issue is with. If you have a problem, first go and address it with the individual/s and make every effort to resolve it. If you believe a higher-level of review is required, use the formal procedure below.

Procedure

Purpose: To provide a means by which a conflict may be considered, discussed and resolved at the closest possible level to the point of origin.

Any dispute concerning the conduct of individuals or violations of the rules governing San Clemente Girls Softball as outlined in our "League Policy," is the intended use for utilizing these procedures.

Formal Procedure: If informal efforts have not been successful in resolving the issue, you may utilize the formal procedure.

First Level of Appeal: If the issue has not been resolved to your satisfaction, you have the right to discuss it with your Division Representative. Every effort shall be made to resolve the issue in this manner.

Note: Division Representatives are encouraged to discuss the issue with the "Senior Division Representative/Player Agent" for advice.

Second Level of Appeal: The appeal shall be directed to the Senior Division Representative/Player Agent as soon as possible after dissatisfaction of the Division Representatives response.

League President Review: If satisfaction has still not been met, the issue shall be put in writing and forwarded to the President of the Board of Directors. The President should discuss the issue with both the Division Representative and the Senior Division Representative/Player Agent prior to rendering a decision. If the issue is still not resolved to satisfaction it will be sent on to the Board of Directors for review.

Board of Directors Review: The issue will be presented in writing and in person to the Board of Directors for a final decision. If deemed necessary by the President, an emergency board meeting will be called. A final decision will be rendered in writing within three days.