

Grievance Policy

LLVC is committed to providing a safe and inclusive environment for all of our members. We understand that disagreements and grievances may arise. We are dedicated to addressing all grievances promptly, fairly, and with respect to all individuals involved.

Our grievance policy applies to all players, coaches, board members, volunteers and parents/guardians of players within our club. The below procedure is designed to help players and parents with questions, concerns, or problems that may arise during the course of the season.

24-hour rule: If the athlete or parent has a concern arising from a tournament or practice that needs to be addressed, they must wait at least 24 hours after the conclusion of the event to discuss the issue with the head coach. We trust that parents will be timely in communicating with coaches regarding potential issues that would distract that coach from their primary objective of coaching the team. **Please do not approach the coach immediately prior to the start of practice or game, the coach must focus on the athletes' and the training required during practice and games.**

Procedure:

Should there be a need to address a grievance, the following procedures have been established and are required to be followed to ensure the best possible resolution for all parties involved:

1. The first step is to have the player (or grievant) speak to their coach about the problem. Parents/Guardians are not to approach coaches regarding team or player issues until their player has had time to communicate with their coach first. If the grievance is successfully resolved at this stage, no further action is necessary.
2. If there continues to be a concern following your player's attempt to find a resolution with the coach, the player or parent may write a formal grievance to the LLVC Grievance Coordinator.

The grievance should include:

- A clear and concise description of the issue or concern

- The names of individuals involved
- Any relevant dates, times, locations, etc.
- Supporting evidence, if available

Please submit your grievance to: llvc.grievances@gmail.com

Once the Grievance Coordinator receives your email, they will promptly review your case. The Grievance Coordinator may set up a meeting/interview with involved parties to gather additional information.

From here, the Grievance Coordinator will determine an appropriate, impartial resolution. Both the grievant and respondent will be informed of the resolution in writing.

3. If there continues to be a concern after the first two steps above have been followed, then a meeting can be scheduled for the coach, player, parent/guardian, & the LLVC Board of Directors. The board will conduct a further review and provide a final decision.

Confidentiality: All information related to the grievance process will be handled confidentially and shared only with individuals directly involved in the resolution process.

Non-Retaliation: LLVC prohibits retaliation against any individual who files a grievance or participates in the grievance resolution process. Any acts of retaliation will be subject to disciplinary action.

Review and Update: This Grievance Policy will be reviewed periodically and updated as necessary to ensure its effectiveness and alignment with club values.

Parents/Guardians are asked to refrain from negative comments around your player and other players. It is essential that our parents serve as a support system for our club, players and coaches.