

Carlsbad Softball Association Grievance Policy

Carlsbad Softball Association has established this formal grievance policy as a procedure for players or parents who have specific issues so they may be dealt with in an organized, prompt manner.

IMPORTANT NOTES:

It is always the desire of the Board that persons attempt to work out their conflicts on their own, as adults, prior to submitting grievances to the Board.

Verbal grievances will NOT be acted on. Your grievance must be IN WRITING for it to be discussed by the board and for potential corrective action to be taken.

Grievance with a league policy:

- Please submit your grievance IN WRITING to any board member.
- See Steps 2-5 below.

Grievance with an individual CSA board member:

-Discuss your issue directly with that board member. It is preferable to work out all issues between the parties involved. If desired, you may request a third party, preferably another board member of your choosing to be present when discussing the above issue.

Grievance with a manager, coach, team mom or league parent.

-Discuss your issue directly with the individual involved. It is preferable to work out all issues between the parties involved. If desired, you may request a third party, preferably another board member of your choosing to be present when discussing the above issue.

If further resolution is necessary:

1. Submit your grievance IN WRITING to any board member. It will then be given to the Secretary and/or Player Agent for distribution to the Board. Once submitted in writing the persons named in the grievance should under no circumstances contact the letter writer directly. Violation of this will be considered a Code of Conduct violation. The person named in the grievance can however ask a 3rd party Board member to contact the letter writer to see if face to face resolution is still possible.
2. Grievances submitted in writing will be discussed at the next board meeting in which agenda time is available, provided the letter is received at least 5 days, and distributed to Directors at least 3 days prior to the Board meeting. If not received and distributed with due advance notice the letter will be addressed at the following scheduled Board meeting.
3. The submitting party is welcome to attend the next scheduled board meeting, provided adequate advance notice is given and the secretary indicates that there is room on the agenda. This person will receive 5 minutes to address the Board. Additional time, if requested, may then be granted by the presiding officer.
4. A formal, written response will be returned to the submitting party within 30 days following the above mentioned board meeting.
5. The above written response will include:
 - a. Major points discussed
 - b. Results of any votes, if applicable.
 - c. Action steps to be taken, if any.