

Complaint Resolution Policy and Procedure

The Pioneer Elite Basketball Association has approved the following complaint resolution policy and procedure for complaints brought by players, coaches, parents and members of the public. This policy and procedure will be posted on the Pioneer Elite website at www.ocjrboysbasketball.net and may be amended by the Board of Directors from time to time.

1. Statement of Policy

A. Pioneer Elite is dedicated to providing players attending schools within the Oregon City School District with an organized youth basketball experience that is instructional, fun and character-building. In support of this goal, it is the policy of Pioneer Elite to provide its players, coaches, parents, and interested members of the public with a reasonable procedure for addressing and resolving complaints. (All references to “complaints” shall include complaints, grievances and disputes. All references to “coach” shall include approved coaches, assistant coaches, and scorekeepers.)

B. In all instances, the informal resolution of complaints is to be encouraged. Only after the inability to resolve such complaints informally, should the formal resolution procedure outlined below be utilized. Thereafter, without limitation of the right of Pioneer Elite to internally resolve complaints within or about the organization, the procedure outlined below for addressing and resolving complaints shall be followed.

C. This complaint resolution policy and procedure is not intended to resolve game protests. Game protests are to be resolved in accordance with the procedure set forth in the Three Rivers League Basketball Association or the governing body hosting games.

D. Personnel decisions involving players, managers and coaches are common causes of dissatisfaction within any youth sports organization. It is the policy of Pioneer Elite that personnel decisions should be made in good faith and as objectively as possible by those involved in the process. Oversight of the personnel selection, discipline and removal process is the responsibility of the Officers and Directors of Pioneer Elite. In all instances, in the event of a complaint and after receiving input from high school varsity coaching staff, the Board of Directors shall make the final decision regarding selection, discipline or removal of any player, parent, or coach and its decision shall not be overruled unless a finding is made by the Board of Directors pursuant to the procedure outlined below that the decision was clearly unreasonable or an abuse of discretion.

2. Informal Dispute Resolution Procedure

A. Any complaint about a player, coach or parent should be resolved informally with the player, coach or parent involved, in a spirit of compromise and conflict avoidance. Following the inability to resolve the complaint informally and in good faith, the

complaint should be brought to the President for formal resolution by the Board of Directors. (See Section 3 below).

B. Any member of the public who has a material and legitimate interest in a matter which is the subject of a complaint, may bring a complaint to the President, as the case may be, who shall attempt to resolve the complaint informally.

3. Formal Dispute Resolution Process

A. No complaint shall be heard through the formal complaint resolution process unless the procedures set forth herein are followed.

B. If a complaint is not resolved following a good faith effort to resolve it informally, the complainant may bring his or her complaint to the organization formally. Where the interests of other persons are involved in the complaint, every reasonable effort shall be made to give notice and an opportunity to be heard to such other person or persons before the outcome of the complaint is determined.

C. A formal complaint must be made in writing, on the form which is attached hereto and which shall also be made available by download from the Pioneer Elite website. The complaint must identify the person or persons making the complaint, describe the efforts made to informally resolve the complaint, and set forth all facts and matters to be considered and the relief or remedy sought.

D. A formal complaint must be received at the designated address of the organization or by the President directly by hand-delivery, fax, mail or email.

E. Upon receipt of the written formal complaint, the President shall investigate the complaint or cause the complaint to be investigated, allowing a fair opportunity for all interested parties to be heard. Thereafter, in his or her discretion, the President may, so long as no conflict of interest exists, 1) make a final determination resolving the complaint after making recommendations and receiving input from the Board of Directors, or 2) refer the complaint to the entire Board of Directors for resolution. In no instance shall the person or persons who are the subject of the complaint or who have conflicting interests be involved in determining the resolution of the complaint. If the complaint involves the President, the complaint shall be referred to the Secretary of the Board of Directors for resolution by the Board of Directors. If the complaint involves a member of the Board of Directors, the complaint will be referred to the President for resolution by the remaining Directors and the President.

F. Information of a personal or sensitive nature obtained during an investigation shall be maintained confidentially to the extent reasonably possible, except for such disclosures as are necessary to making a final, written decision.

G. The complaint shall be resolved within 30 days of receipt by the President. The decision of the President or Board of Directors, as the case may be, shall be in writing and in all instances shall be final.

4. Conflicts of Interest

A. If any person involved in the informal or formal dispute resolution processes set forth above has a conflict of interest, he or she will notify the Board of Directors of such conflict and recuse himself or herself from the resolution process or upon written notice from the Board of Directors, be removed from the resolution process. The Board of Directors will assign a director as a replacement or assign another person believed to possess the knowledge and skill needed for resolution, in either case without conflicts of interest.

B. Whenever a director or officer has a financial or personal interest in any matter coming before the board of directors, the affected person shall a) fully disclose the nature of the interest and b) withdraw from discussion, lobbying, and voting on the matter. Any transaction or vote involving a potential conflict of interest shall be approved only when a majority of disinterested directors determine that it is in the best interest of Pioneer Elite to do so. The minutes of meetings at which such votes are taken shall record such disclosure, abstention and rationale for approval.