



Ridgewood Soccer Association Grievance Policy

All players, parents, volunteers and other participants in RSA have the right to present concerns and have conflicts and grievances resolved. The purpose of this policy is to provide a fair and uniform procedure for doing so. RSA recognizes the importance of resolving conflicts and grievances fairly, promptly and efficiently. The procedure set forth below is based on those fundamental values and respect for the individual. In the event a conflict or grievance arises:

1. Subject to a 24 hour cooling off period following RSA games, the Grievant should first try to resolve the issue directly with the other party.
2. If that effort does not succeed or the Grievant otherwise feels it would be counter-productive to try, then the Grievant shall file a Grievance with RSA through any member of the Board of Trustees or by emailing it to registrar@ridgewoodsoccer.org.
 - a. All Grievances must: (i) be submitted in writing; (ii) be signed by the Grievant (they may not be submitted on an anonymous basis); (iii) provide detailed information relating to the conflict or grievance; and (iv) include any supporting documents.
 - b. RSA will confirm receipt of the Grievance to the Grievant.
3. An independent and disinterested subset of the RSA Board (the “Committee”) will be assigned to resolve the Grievance fairly, promptly and efficiently.
 - a. The Grievant may withdraw his or her grievance at any point in the process.
 - b. The Committee first will meet privately (telephonically or in person) with the Grievant to discuss the conflict or grievance, explain the grievance procedures (as set forth herein) and confirm that the Grievant wishes to proceed.
 - c. The Committee will share the Grievance (on a confidential basis if the Grievant so requests) with those who are subjects of the Grievance (collectively with the Grievant, the “Parties”). RSA reserves the right to share any Grievances or information with the authorities as it, in its sole discretion, deems appropriate.

- d. All Parties who are subjects of the Grievance shall have the right to (but need not) respond to the Grievance in writing.
 - e. The Committee will then investigate the Grievance.
 - i. The investigation will include reviewing relevant documents submitted by the Parties or otherwise received by the Committee and interviewing the Parties and any additional witnesses the Committee deems appropriate. All documents considered by the Committee shall be shared with all Parties. With the exception of the initial Grievant meeting set forth in Paragraph 3.b above, all Parties shall have the right to attend all interviews. Any Party attending an interview of which he or she is not the subject shall remain silent during questioning by the Committee at such interview. Attending Parties shall have the right to ask questions of the interviewee once the Committee has concluded with its principal questioning.
 - f. Each Party shall have the right to (but need not) submit a written position statement to the Committee following the conclusion of the investigation portion of the process. All position statements shall be shared with all Parties.
 - g. Each Party shall have the right to (but need not) submit a written reply in response to any other Party's position statement. All replies shall be shared with all Parties.
 - h. Upon reviewing all evidence and submissions, the Committee will suggest that the Parties allow the Committee to try to mediate the conflict or grievance to a resolution that is mutually agreeable amongst the Parties. If all Parties consent, the Committee will attempt to mediate the conflict or grievance.
 - i. If the mediation is not successful or all Parties do not consent to mediation, the Committee will, based on its review of all evidence and submissions, issue a written decision resolving the conflict or grievance. The decision shall set forth the Committee's finding as to whether the Complaint has merit and, if it does, what action, if any, is to be taken as a result. The decision also shall briefly set forth the Committee's basis and rationale for its findings and conclusions.
4. Any Party shall have the right to appeal the Committee's decision to the entire RSA Board. In addition to reviewing the record from the Committee's proceedings, the appealing Party shall have the right to (but need not) submit a written position statement of appeal and each other Party shall have the right to (but need not) submit a written reply to any such position statement of appeal for the Board's review. All such submissions shall be shared with all Parties.
- a. The RSA Board will not disturb the Committee's decision except upon a finding that the decision was against the manifest weight of the evidence or otherwise constituted an abuse of discretion.