

# **PAPILLION RECREATION ORGANIZATION COMPLAINT PROCEDURE**

## **OVERVIEW:**

This policy is referenced in PRO Bylaws Article VI Section 7.C.

The Papillion Recreation Organization is committed to providing the best experience for all members of the PRO family. We encourage feedback from our members on matters they experience and observe that cause them concern. PRO has developed this procedure to ensure that each concern is handled in the best possible manner.

PRO cannot guarantee that complaints or concerns submitted outside of this procedure will be handled in a timely manner, if at all. To help us help you, please use the following steps to submit your complaint to the PRO Administration.

**PROCEDURE:** To strengthen the partnership, and to facilitate better communication, each person wishing to submit a complaint or concern regarding some aspect of the PRO organization, its officers, sports program, staff, athletic facilities, or policies shall be required to do the following.

- A. The complaint or concern must be submitted in writing in one of the following manners.
  1. Using the PRO Presidents Hotline page on the PRO web site at [www.papiorec.org](http://www.papiorec.org).
  2. Send a written letter to PRO President ~ P.O. Box 460935 ~ Papillion, NE ~ 68046.
- B. Each submission must include the following information about the person(s) submitting the complaint or concern.
  1. First and last name.
  2. Mailing Address.
  3. Contact phone number.
  4. E-mail address (if available).
- C. Each submission should include the following information about the complaint or concern.
  1. The date and approximate time of the incident.
  2. All other information that may be helpful.
- D. Upon receipt of the written submission the following shall happen.
  1. An acknowledgement of receipt of submission shall be sent to the submitting person .
  2. The President of PRO, or a designee, shall submit the complaint or concern into the PRO administrative system.
  3. The President of PRO shall direct the director of the involved sports program, or a designee, to investigate the matter.
- E. Within ten (10) calendar days the investigating person shall conclude the investigation and submit the results into the PRO administrative system.
- F. The President of PRO and the Board of Directors will review the results.
- G. Based upon the investigation results the President of PRO will take, direct, recommend or approve any corrective action deemed necessary.
- H. The President of PRO, or a designee, shall provide a written response of resolution to the person submitting the complaint or concern within ten (10) calendar days of the conclusion of the investigation.

- I. The resolution by the President of PRO, as the sole administrating authority of the Papillion Recreation Organization, is final and not subject to appeal or review unless one of the following occurs.
  - 1. New facts or evidence is brought forth.
  - 2. The incident involves acts that violate local, state or federal laws in which case the person submitting the complaint may contact law enforcement for further action.
- J. The President of PRO or the Board of Directors will not accept, investigate or respond to complaints or concerns submitted which contain the following.
  - 1. Missing required information.
  - 2. Invalid or fictitious information.
  - 3. Anonymous complaints.
  - 4. Complaints or concerns submitted by voice mail or voice message.
  - 5. Complaints or concerns submitted verbally.
- K. If the complaint or concern is forwarded or generated through the City of Papillion, the President of PRO will, as a courtesy, forward a copy of the original complaint or concern and any response or action taken for the City's records.

A copy of the current version of this Policy will be posted and available on the PRO web site.

A disciplinary hearing may be called upon discovery of any member not in compliance with this Policy.  
Approved December 17, 2009.