

BFA Grievance Policy

1. A grievance will be raised first with the head coach in a private and constructive fashion outside of a game, or tournament setting, and will not be raised in the presence of other parents or the players.
2. Grievances will be raised after a 24 hour cooling off period. The objective of this cooling off period is to prevent acting in haste and enable the person or persons with the grievance the opportunity to rethink and review the circumstances and details of the grievance prior to scheduling a conference with the head coach. The head coach, and a third party (an assistant coach or board member) will attend the conference.
3. If a conference with the coach does not lead to resolution of the grievance, the parent or player may submit the following information via email to the Vice President with a copy to the Coach and Player Development Officer.
 - a. The party with whom you have a grievance.
 - b. Details of the situation to include all effected individuals and any third-party witnesses with first-hand knowledge of the situation.
 - c. Recommendation of a resolution.
4. If review by the Vice President and Coach and Player Development Officer does not resolve the situation, the parent may raise the grievance to the President by submitting the following information via email and the President will bring the matter before the Board of Directors to convene a Grievance Committee.
 - a. The party/parties involved in the grievance.
 - b. Details of the situation to include any third party witnesses with first-hand knowledge of the situation.
 - c. Requested resolution
5. The Grievance Committee is chaired by the President and include the Vice President and/or 2 other Board Officers or Directors as outlined in Section 2 of the Bylaws.
6. The Grievance Committee will investigate the complaint and make a determination as follows.
 - a. Review documentation submitted with the Grievance.
 - b. Interview the individuals directly involved. The interviews can be in the form of a face-to-face meeting, a phone conversation or electronic communication that allows the individuals to state their version of the incident in question.

7. After a thorough investigation, the Grievance Committee will make a determination of the appropriate actions(s) if any to be administered. If any action(s) other than a warning is determined to be appropriate, then the Parties involved shall be notified in writing. The action(s) shall be effective immediately.
8. Appeal - In the event a determination is made involving any action(s) other than the issuance of a warning an appeal may be made as follows:
 - a. Only the party or parties sanctioned may appeal.
 - b. The appeal must be made in the form of a written request for reconsideration to be submitted to the Board President within 7 days of the notification of the sanction(s).
 - c. Notification of the sanction(s) shall be deemed to have been made either upon the earlier of either personal delivery or 2 business days following email notification to the email address of the parent/guardian provided at registration.
 - d. Appeals shall be heard by the full Board of Directors at the next regularly scheduled board meeting.
 - e. Appeals shall be heard in person with all affected parties being given an opportunity to present in person to the Board, their version of the circumstances surrounding the incident in question. To reduce friction and further conflict the Board may choose to listen to affected parties at different times.