

WBC procedure for handling coaching complaints

Complaints from parents should be routed through the grade level representative. The grade rep should speak to parent(s) making the complaint and document the issue. The complaint should be filed using the WBC complaint form and emailed to board@wildcatbasketballclub.org. For incidents other than violations of physical boundaries, parents should observe a 24 hour "cooling-off" period before filing their complaint, so that they can consider whether a complaint is truly warranted.

Complaints from the WBC league should be routed through the league representative. The league rep should speak to the WBC organizers and/or complaining team and document the issue. The description of the complaint should be sent to the board@wildcatbasketballclub.org email address.

The board will discuss the complaint, determine a response, and respond to the parent/league within 3 business days, or sooner if the complaint is a serious one. The nature of the complaint will determine the response:

- **Playing time complaints:** If a coach is not conforming to the WBC's playing time guidelines, the coach will receive two warnings (within a 2 year period) before a suspension will be considered for the third offense. It is understood that playing time may be limited by coaches for disciplinary and attendance issues.
- **Player treatment:** If a coach's treatment of players is considered outside the bounds of acceptable coaching behavior, the coach will receive one to two warnings (within a 2 year period, depending on the severity of the behavior) before a suspension will be considered.
- **Treatment of officials, other coaches, tournament staff:** If a coach's treatment of officials, opposing coaches, and tournament staff is considered outside the bounds of acceptable coaching behavior, the coach will receive one warning (within a 2 year period) before a suspension will be considered.
- **Fair play:** If a coach is found to have cheated or otherwise violated the rules of fair play, the coach will receive no more than one warning (within a 2 year period) before a suspension will be considered. If the severity of situation warrants it, the coach may be suspended without a warning.
- **Violation of physical boundaries:** If a coach is accused of violation of physical boundaries of any individual associated with the WBC or any individual during a WBC activity, the coach will be placed on suspension immediately pending an investigation by the WBC. If the issue involves a potential criminal complaint it will be passed to the appropriate authorities immediately. If the accusation is found to have merit, the coach will not be permitted to return to the WBC.

The Board President will communicate:

- To the coach
 - The complaint
 - The Board's evaluation of the complaint
 - The number of warnings that have been issued to them to date and the number of warnings before an action may be taken
- To the complainant
 - The Board's evaluation of the complaint

It is understood that not all complaints will be verifiable and that there will be differences in interpretation of guidelines. However, the protection of the players must be considered our primary responsibility.