



Highland Youth Soccer Club
Executive Board Policy
for Handling Questions/Concerns/Complaints
(10/26/05)

All complaints requesting corrective action to be taken by the HYSC Executive Board must be in writing. The Board's policy for handling questions/concerns or complaints involves a three tier process. Initial matters should be presented first to an individual board member for his/her review. More complicated matters should be presented to a 3 member committee formed by the club president. Complaints directed to the 3 member committee must be in writing. Final decisions are made by the full executive board.

All questions/concerns/complaints should first be addressed to a member of the HYSC Executive Board. Issues may be raised orally but serious matters should be presented in writing.

I. Board Member Review

Board member should consider the issue as presented and make a determination:

- A. Refer to another board member (for mediation or for area of expertise)
- B. Mediate issue without board involvement
 - 1. Meet with both parties and attempt to resolve matter.
 - 2. Report issue and decision to president if handled successfully.
 - 3. President has authority to vacate

decisions made that are in violation of our bylaws or club policies. Matters that are vacated are to be referred to the 3 Member Committee.

4. If unable to resolve issue, report issue and steps taken to president. President will form 3 Member Committee to hear issue.
- C. Refer more complicated matters to the president for the formation of a 3 Member Committee.

II. 3 Member Committee Review

The 3 Member Committee will consist of at least 2 board members or trustees and no more than 1 non-board member or non-trustee. The club president will appoint all committee members. The president will not sit on this committee. The initial board member to hear matter will not sit on this committee but may make a presentation to the Committee before the 1st meeting is held. Questions/concerns/complaints presented to the 3 Member Committee will be heard as soon as practicable, unless otherwise directed by our bylaws. All complaints addressed to the committee must be in writing.

- A. 1st Meeting
1. Committee will hear the separate oral presentation of the plaintiff. No other evidence or testimony will be presented by the plaintiff, other than the written complaint where applicable. The defendant will not be present.
 2. Committee will hear the separate oral response of the defendant. No other evidence or testimony will be presented by the defendant. The plaintiff will not be present.
 3. Committee will bring parties together for a

discussion and possible mediation. Other witnesses or third parties will not be present during this mediation unless specifically invited by the Committee.

4. Committee will:
 - a. Schedule a 2nd meeting to allow for witnesses and other documents to be presented;
 - b. Render decision; or
 - c. Refer matter to executive board for final decision
5. At any time the Committee may adjourn and refer the matter to the full executive board.

B. 2nd Meeting

1. Committee will hear oral presentation of plaintiff. Plaintiff may offer other evidence or testimony. Defendant will be present during entire presentation.
2. Committee will hear oral response of defendant. Defendant may offer other evidence or testimony. Plaintiff will be present during entire presentation.
3. Committee will bring parties together for discussion and possible mediation. Other witnesses or third parties will not be present during this mediation unless specifically invited by the Committee.
4. Committee will:
 - a. Render decision; or
 - b. Make recommendation to executive board

5. At any time the Committee may adjourn and refer the matter to the full executive board.

III. Full Executive Board

A Full Executive Board is defined as being comprised of at least 6 current board members, no including the independent trustees. Decisions by the executive board will be made on the basis of a simple majority, unless otherwise required by the club bylaws. Questions/concerns/ complaints presented to the board will be heard as soon as practicable, unless otherwise directed by our bylaws.

- A. Board will hear presentation by Board Member who first heard issue
- B. Board will hear presentation by 3 Member Committee formed to hear issue
- C. Board will
 1. Render decision; or
 2. Schedule matter for hearing as soon as practical unless otherwise required by club bylaws
- D. If hearing if scheduled:
 1. Board will hear oral presentation of plaintiff. Board may decide to consider other evidence or testimony offered by the plaintiff. Defendant will be present during entire presentation. Other witnesses or third parties will not be present during this presentation unless specifically invited by the Board.
 2. Board will hear oral response of defendant. Board may decide to consider

other evidence or testimony offered by the defendant. Plaintiff will be present during entire presentation. Other witnesses or third parties will not be present during this presentation unless specifically invited by the Board.

3. Board will bring parties together for mediation. Other witnesses or third parties will not be present during this mediation unless specifically invited by the Board.
4. Board will adjourn for discussion.
5. Board will make a final decision.

IV. Appeals

- A. Appeals of Board Member decisions are to be presented to the club president. President will form 3 Member Committee to consider appeal.
- B. Appeals of 3 Member Committee decision are to be presented to the club president. President will schedule matter for consideration by the executive board.
- C. There are no appeals of a final executive board decision.

V. General Provisions

- A. Board member who hears initial matter shall not sit on 3 Member Committee, but may participate in full board decision.
- B. Members sitting on 3 Member Committee may participate in full board decision.

- C. Mediated decisions are favored.
- D. Committee and/or Board may set time limitations on presentations if presented to both parties before the start of the hearing and equal time is afforded to both sides.