

# Grievance Procedure

(Effective 05.13.15)

SECTION 1 - Grievances: The Board of Directors is committed to the amicable resolution of any grievance, complaint, or dispute that may arise. Grievances are limited to:

- a) Disputes arising from the application or misapplication of the LTRC By-Laws;
- b) Disputes arising from the application or misapplication of the By-Laws of any LTRC program;
- c) Disputes arising from the application or misapplication of any policies or procedures, either written or unwritten, of any program;
- d) Inappropriate conduct or behavior, whether or not expressly stated in the code of conduct for either participants, parents or coaches, on the part of any volunteer, coach, or participant in the program;
- e) Suspension and/or removal of a participant, paid staff, or volunteer of any program.

**Grievances relating to the application or interpretation of the rules of the game are expressly exempted from the Grievance Procedure.**

SECTION 2 - Procedures: Any grievance must be filed in writing on the appropriate Grievance Form within ten (10) calendar days of the incident or alleged infraction with the respective Program Chair. The Chair will make an immediate inquiry of the affected persons and try to resolve the dispute in a manner that is in the best interest of the Program. Any inquiry must include an interview with the complainant/grievant, any identified witnesses, and the accused.

The goal of the inquiry is to determine:

- a) What happened
- b) Where did it happen
- c) When did it happen
- d) How it happened
- e) Why it happened
- f) To whom did it happen
- g) How do you know who was responsible

The Program Chair must prepare a written report, including, but not limited to, the following:

- a) Date, time, and location of the incident
- b) Name, address, and phone number of the grievant/complainant
- c) Allegation(s)
- d) Name, address, and phone number of any witness or interested person

- e) Name, address, and phone number of the accused
- f) A summary of the information provided by each person interviewed
- g) Additional information which the Chair believes to be relevant to the issue(s) identified
- h) Findings or conclusion reached by the Chair which must be supported by the information gleaned from the interviews
- i) Resolution reached, or action to be taken, by the Program
- j) Appendix of any related documents
- k) Signature of the Chair
- l) Date of the report

The Program Chair must notify the complainant in writing of the results of the inquiry and the action that was taken, if any, within ten (10) days of completing the report. The report shall remain confidential and not open to public scrutiny.

Distribution of the report: Program Chair, LTRC President, Recreation & Parks Community Supervisor

Matters of a serious or egregious nature may be immediately directed to the LTRC President.

SECTION 3 - Appeals: If the Program Chair is unable to resolve the matter, or the grievant wishes to appeal the decision of the Chair, then the matter will be directed to the LTRC President for final resolution. The President shall appoint a panel of at least two (2) members of the Board of Directors to make a formal inquiry of the issue and report their findings to the Board with a recommendation. The Board may accept, modify, or reject any recommendation submitted for consideration. Should the accused or accuser be a member of the Board of Directors, he/she shall not be allowed to vote, or be present during the voting. The action of the Board will be final.

# Lutherville Timonium Recreation Council Grievance Form

**PROGRAM:**

**COMPLAINANT:**

Name:

Address:

Day Phone:

Night Phone:

Cell Phone:

E-Mail Address:

**ALLEGATION:**

(Briefly describe the nature of your complaint. Attach additional pages if needed.)

**INCIDENT DATE:**

**TIME:**

**LOCATION OF INCIDENT:**

**ACCUSED:** (Name, address, and phone number of the person who is the subject of the complaint, and their relationship to the program, if known.)

**WITNESSES:** (Include names, addresses, and phone numbers, if known.)

**ANTICIPATED RESOLUTION:** (Explain how you would like to see your complaint resolved.)

**SIGNATURE:**

**DATE:**

**NOTE: Any complaint must be submitted to the respective Program Chair within ten (10) calendar days of the incident. Refer to the LTRC Grievance Procedure.**