

CONFLICT/COMPLAINT RESOLUTION PROCESS

In the event that a dispute, complaint or allegation is brought to the leadership of Fort Hunt Basketball, the Commissioner will determine if the report is valid and worth additional review. If further review is required, the Commissioner will direct the Assistant Commissioner to assemble a Conflict/Complaint Resolution Panel to address the issue.

Responsibilities - The Conflict/Complaint Resolution Panel's responsibilities include the following:

As needed, the Conflict/Complaint Resolution Panel will conduct hearings, review the facts and help to establish recommendations regarding complaints and/or allegations concerning the, actions, qualifications or fitness of adult supervisors for youth sports leadership in Fort Hunt Basketball.

Conflict/Complaint Resolution Panel - The following is membership of the Conflict/Complaint Resolution Panel:

Assistant Commissioner (Chair)
League Commissioner
Head Coach

Step-by-Step Process – The following process will be used as a guide for the Conflict/Complaint Resolution Panel to address issues:

Complaint/Allegation – When a formal written complaint/allegation (email is acceptable) is received by the Commissioner from ANY member involved with Fort Hunt Basketball (directly or indirectly) the Commissioner will respond to the complaint/allegation within 72 hours (if logistically possible). If not, the response will be provided as soon as logistically possible.

During the 72 hour period, the Commissioner will conduct a preliminary fact finding investigation. The Commissioner will either issue the following rulings;

- a. Complaint/Allegation Unwarranted (provide rationale)
- b. Further investigation is required. (Conflict/Complaint Resolution Panel)

Investigation – When the Commissioner directs an investigation into the Complaint/Allegation, the Assistant Commissioner will convene a Conflict/Complaint Resolution Panel to conduct the investigation. The investigation will be completed within 96 hours (if logistically possible). If not, the investigation will be provided as soon as logistically possible.

The focus of the Conflict/Complaint Resolution Panel is to do the following during the investigation:

- a. Interview all parties associated with the situation (protecting privacy)
- b. Compile the relevant facts
- c. Determine if the allegation/complaint is valid.

Panel Decision – At the conclusion of the investigation, the Assistant Commissioner will contact the individual making the complaint/allegation with the decision of the Conflict/Complaint Resolution Panel. The Assistant Commissioner will also provide the Commissioner a brief summation of the facts and decision.

Appeal Process – A formal appeal of the Conflict/Complaint Resolution Panel's decision may be directed in writing (email is acceptable) to the Commissioner within 48 hours of notification by the Conflict/Complaint Resolution Panel. The Commissioner will issue a response to the appeal within 48 hours of receipt of the appeal. The Commissioner will issue one of the following determinations:

- a. Decision is valid, no further action required.
- b. Decision is incorrect and amend/overturn the decision.

In order for the Commissioner to amend/overturn the Conflict/Complaint Resolution Panel's decision, the Commissioner must find clear and convincing evidence to make take that action, i.e., decision not based on facts or not in the best interest of Fort Hunt Basketball. The Commissioner will use the highest possible standards in deciding on the appeal.

If the individual is still not satisfied, the individual has the right to forward the complaint to the FHYAA Board of Directors of further review.

Sanctions – If the process results in sanctions, the Commissioner will make the final determination of the sanctions.