

# Ramona Girls Softball League

## Complaint & Grievance Procedures

### Purpose

- Ramona Girls Softball League is committed to maintaining a safe, respectful, organized, and positive environment for all participants.
- These procedures provide a fair process for addressing concerns involving League operations, conduct, safety, or policy violations.

### Complaint Submission Procedures

- Complaints should be submitted in writing.
- Complaints should include the date, individuals involved, description of the concern, and requested resolution if applicable.
- Anonymous complaints may be reviewed at the discretion of the Board.
- Social media posts, gossip, or public accusations shall not constitute official complaints.

### Review Process

- The Board may appoint a conflict-free review committee to investigate concerns.
- Individuals with direct conflicts of interest may be excluded from review or voting.
- The League may gather statements, documentation, or additional information as necessary.
- Confidentiality shall be maintained whenever reasonably possible.

### Disciplinary Authority

- The League may issue warnings, suspensions, removals, restrictions, or additional corrective actions when appropriate.
- Immediate action may be taken in situations involving safety concerns, harassment, abuse, or conduct detrimental to the League.

## Parent & Volunteer Expectations

- Participants are expected to address concerns respectfully and professionally.
- Retaliation against individuals submitting concerns in good faith is prohibited.
- False, malicious, or intentionally misleading complaints may result in disciplinary action.

## Final Decisions

- Final decisions regarding League discipline, coach selection, volunteer eligibility, and operational matters rest with the Board of Directors.
- The Board reserves the right to interpret and enforce League policies in the best interests of the League and its participants.