

	<h2>Policies and Procedures</h2>	
Subject: Complaint Resolution	Document Number: 291 Version Number: 01	Effective Date: April 6, 2019 Last Revision: April 6, 2019

1. **REPORTING**-At the discretion of the General Chair a panel may be assigned to investigate any matter brought to their attention by the submission of a written complaint.

2. **INVESTIGATION**-The investigative panel shall determine if there is sufficient merit to justify a hearing by the OKS Board of Directors and shall notify the General Chair of their finding.
 - 2.1. The General Chair shall either schedule a hearing or shall notify the complainant in writing of the decision to dismiss, i.e., not to hear the matter.
 - 2.2. Any decision of the General Chair to dismiss a matter shall be binding on the whole OKSI Board of Directors.
 - 2.3. This decision may be appealed to the Central Zone Board of Review in accordance with the bylaws and central zone policies and procedures.

3. **RESOLUTION**-Where appropriate, an investigative panel may work with the complaining party to broker a solution to a problem.
 - 3.1. Where a satisfactory solution cannot be affected, the complaint shall continue through the review process in accordance with the process outlined above, the OKSI bylaws, the Central Zone policies and procedures, and ultimately, the USA Swimming bylaws and policies and procedures.

Change Log					
Version	Date	Description of Change / Sections	Author or Editor	Authority	Control Number
01	04-06-19	Restructure of P&P / whole document Replaced BOR with BOD / 2., 3. Added Central Zone BOR / 2.3, 3.1	D. Mink	BOD	OKS-0002