

GRIEVANCE POLICY & PROCEDURE



In an effort to facilitate better communication throughout our team, the South Shore Sails has issued the following grievance policy. The purpose of this policy is to establish a protocol for reporting issues to help reduce miscommunication, address the problem as close to the issue as possible, and help facilitate team business with as little interruption as possible.

When an issue arises, please discuss the issue with the **DIRECT COACH** of your athlete, and then if necessary with the **FACILITY LEAD COACH**. If your concern remains unresolved, the coach will begin documentation of the issue/incident, and will provide you with a full step-by-step path for you to follow in voicing your concerns.

This procedure should be followed to report any violations of the South Shore Sails athlete, coach, or parent codes of conduct; as well any other violation of Sails team policies.

1. Speak with the **DIRECT COACH** of your athlete.
2. If your concern is unresolved, please speak with the **FACILITY LEAD COACH**.
3. If your concern is unresolved, please speak with the **HEAD COACH**.
4. If your concern is unresolved, please construct a letter to the **GENERAL MANAGER** of the Fitness Center at South Shore.