



## **Code of Conduct–Grievance Hearing**

If a concerned parent, player, or volunteer has been unable to reach resolution of an issue or problem following our escalation procedures, they are more than welcome to file a grievance and request a hearing before the grievance committee. All grievances must be in writing and delivered to a board member, through US Mail, or email via the leagues primary email address. Our mailing address is AVLL, PO Box 1183, Apple Valley, CA 92308 and our email address is avallnews@gmail.com

If a special hearing is warranted the head of the grievance committee, the AVLL Vice President, will schedule one and notify all parties involved. If a special hearing is not warranted, the head of the grievance committee, the AVLL Vice President, will notify all parties involved as to why a special hearing will not be scheduled.

### **During the Hearing process the following rules will be enforced:**

1. All Electronic Equipment will be turned off
2. The Baseball or Softball Commissioner (or their designee) will read the complaint(s), as filed, to the grievance committee. If a grievance committee member is involved in the complain the AVLL President will select another board member to serve on the committee to resolve the complaint
3. If there are multiple complaints/reports filed of an incident only the party whose complaint is being read will be presenting to the grievance committee. At the conclusion of the reading of the complaint, the presenting party will have 15 minutes to supply additional information, ask or answer questions about the complaint and then exit the meeting place. This procedure will be followed for each party presenting a complaint or issue until all reports have been heard by the grievance committee
4. The committee will ask parties for their input on handling the grievance
5. No decision will be made at the hearing
6. The grievance committee will bring their recommendations to the board
7. The board will accept or modify the recommendation
8. Each party will be contacted by the Vice President or his/her designee and given the boards decision in a reasonable time frame
9. Each party will be advised not to discuss the action taken

# Apple Valley LL Grievance & Escalation Procedures

Sometimes during the season, there will be decisions made by managers, coaches, umpires, e.t.c. that some may not agree with resulting in a breakdown of communication. We understand that these can be frustrating for those involved as well as volunteers and spectators alike. However, even in these moments, all of our players, managers, coaches, umpires, spectators, volunteers, e.t.c. are expected to behave in an appropriate manner during practices, games, and other AVLL functions. Our ultimate goal is to provide a fun and safe environment for all of our players to grow and develop. Sometimes the decisions are breakdowns in communications, sometimes they are judgement calls, and other times they fall into other categories. While, our board members cannot be in all places at all times we rely on our AVLL community to bring to our attention any issues/concerns you may have. For that purpose, we have created this grievance and escalation procedure. This procedure is in place for the entire AVLL community to use and help us become more efficient.

## Level 1

Concerns about playing time; team behavior, parent behavior; umpires.

Team Manager

## Level 2

Contact this level if you feel your concerns have not been addressed or behavior does not change

Baseball or Softball  
Coaching Coordinator

## Level 3

If you still believe that your concerns aren't being addressed  
Or the behavior hasn't changed, this is the next level

Baseball or Softball  
Commissioner

## Level 4

File a Grievance Report. This must be done in writing and delivered either via US Mail or to the league email address. Upon receipt of complaint, a grievance committee meeting will be held within 72 hours.

Grievance Committee

### **Mailing Address**

Apple Valley LL  
PO Box 1183  
Apple Valley, CA 92308

### **League Email Address**

avallnews@gmail.com