

Cottonwood Little League

Action Plan for Formal Complaints

PURPOSE:

The purpose of this policy is to provide the Cottonwood Little League Board (CLLB) a fair and impartial process to resolve complaints made to the CLL. This is to include complaints made by the public, volunteers, and members of the board. Furthermore, this process SHALL only be applicable to formal complaints alleging a violation of LITTLE LEAGUE RULES, CLLB BYLAWS, or the CLLB CONSTITUTION. All other complaints brought to the CLLB SHALL be handled in accordance with the CLLB BYLAWS and CLLB CONSTITUTION.

DEFINITIONS:

INQUIRY:

Any statement, written or otherwise, to include: in-person conversations, texts, emails, social media, and any other form of electronic communication, that questions a policy or rule pertaining to the CLL or CLLB operations. *Inquiries SHALL not be handled in accordance with this policy.*

COMPLAINANT:

Any person filing a FORMAL COMPLAINT against CLLB, Board Members, or Volunteer.

ALLEGED:

Any person whom a FORMAL COMPLAINT is filed against.

SUSTAINED:

The complaint was upheld, and determined to be valid.

UNFOUNDED:

The complaint was found to be lacking in merit, or insufficient facts to support the complaint.

POLICY:

It is the policy of the CLLB to accept any and all FORMAL COMPLAINTS. The CLLB SHALL thoroughly investigate and document the allegations made, as set forth in this document. The CLLB SHALL be fair and impartial in the execution of this policy. The CLLB SHALL maintain the upmost professional decorum at all times in the execution of this policy. This policy shall be limited in scope to only that which pertains to the CLLB, any allegation pertaining to a violation of California State or Federal Law SHALL be immediately reported to law enforcement.

PROCEDURE:

(1) When a FORMAL COMPLAINT is filed with the CLLB, and it does NOT allege misconduct by a specific board member or volunteer, the procedure SHALL be as follows:

The receiving board member SHALL document the COMPLAINANT's name, contact information, the specific nature of the complaint IN WRITING, and date the complaint was made. The receiving board member SHALL allow the COMPLAINANT to review the complaint and make any changes. The COMPLAINANT SHALL sign and date the complaint to be filed. The receiving board member SHALL forward the complaint to the CLLB President within 24 hours. The CLLB President SHALL review the complaint and make available to the CLLB to review. The CLLB SHALL, through an informal vote, determine if an emergency meeting is required to discuss the complaint, if it is determined an emergency meeting is NOT required, the complaint SHALL be addressed in the next scheduled meeting of the CLLB.

- (a) The complaint filed and signed by the COMPLAINANT SHALL be discussed to determine the validity of the complaint based upon the facts known to the CLLB (*specific* verifiable information; vague, generalized, or third-party statements and opinions will not be discussed). If it is determined additional facts are needed, the President SHALL assign one or more board members as necessary to gather additional information. The board members assigned to the complaint SHALL be documented in the meeting minutes. The CLLB SHALL establish a timeline for completion, to be documented in the minutes. Once all available facts have been gathered to the best of the CLLB's ability, the members assigned to the complaint SHALL present their findings at the next scheduled board meeting. After a thorough review of the complaint the CLLB, through a recorded vote, will determine if the complaint is SUSTAINED or UNFOUNDED. The determination SHALL be recorded in the minutes.**
- (b) In the event of a SUSTAINED complaint, the President SHALL ensure that corrective action is taken to resolve the complaint in accordance with the CLLB BYLAWS and CLLB CONSTITUTION. A record of SUSTAINED complaints SHALL be kept on file with the CLLB.**

- (c) In the event of an UNFOUNDED complaint, the file SHALL be closed and a record of the UNFOUNDED complaint SHALL be kept on file with the CLLB.
- (d) For all complaints, regardless of disposition, the COMPLAINANT SHALL be notified, in writing, the CLLB's disposition of the complaint, and a detailed summary of the actions taken and findings.

(2) When a FORMAL COMPLAINT is filed with CLLB, and it alleges misconduct by a specific board member or volunteer, the procedure SHALL be as follows:

The receiving board member SHALL document the COMPLAINANT's name, contact information, the specific nature of the complaint IN WRITING, and date the complaint was made. The receiving board member SHALL allow the COMPLAINANT to review the complaint and make any changes. The COMPLAINANT SHALL sign and date the complaint to be filed (*should the COMPLAINANT refuse to sign, the complaint will automatically be determined UNFOUNDED, and no further action is required*). The receiving board member SHALL forward the complaint to the CLLB President within 24 hours. *In the event the ALLEGED is the CLLB President, the receiving board member SHALL forward the complaint to the Vice-President, etc. down the list of executive board members.*

- (a) The ALLEGED SHALL be notified of the complaint within 24 hours of the CLLB receiving it. The ALLEGED SHALL be provided a copy of the signed complaint with the name and signature of the COMPLAINANT redacted. The ALLEGED SHALL provide a written response to the complaint 24 hours before the scheduled procedural hearing to the CLLB. The ALLEGED SHALL sign and date their response (*should the ALLEGED refuse to sign or fail to provide a response, absent extenuating circumstances, 24 hours before the scheduled procedural hearing, the complaint will automatically be determined SUSTAINED, and the President or assigned executive member SHALL ensure corrective action is taken in accordance with CLLB BYLAWS and CLLB CONSTITUTION*). Once both the complaint and the response have been received, The CLLB President, *or receiving board member*, SHALL make all documents available to the CLLB, absent the ALLEGED and COMPLAINANT, to review. The CLLB SHALL, through an informal vote, determine if an emergency meeting is required to discuss the complaint, if it is determined an emergency meeting is NOT required, the complaint SHALL be addressed in the next scheduled meeting of the CLLB.

Procedural Hearing:

The procedural hearing to address the FORMAL COMPLAINT against a board member or volunteer SHALL proceed as follows:

- (i) Both the ALLEGED and COMPLAINANT SHALL be notified of either the emergency meeting or next scheduled board meeting a MINIMUM of 5 days in advance. The CLLB shall schedule the COMPLAINANT to arrive at the meeting at least 1 hour before before the ALLEGED. The CLLB SHALL read only the signed complaint by the COMPLAINANT. The COMPLAINANT shall verify that the document read is true and correct, and the COMPLAINANT's response shall be documented in the minutes. The COMPLAINANT SHALL be given time to make any additional remarks to the CLLB. The COMPLAINANT SHALL be dismissed and asked to leave the premises at least 30 minutes prior to the scheduled time for the ALLEGED. Only after the COMPLAINANT has vacated the premises and the ALLEGED is present, the CLLB SHALL read only the signed response by the ALLEGED. The ALLEGED shall verify that the document read is true and correct, and the ALLEGED response shall be documented in the minutes. The ALLEGED SHALL be given time to make any additional remarks to the CLLB. The CLLB SHALL discuss only the verifiable concrete facts of the complaint and response. Opinions, third-party conversations, generalized or non-specific statements, or any part of the complaint or response that can not be concretely verified, SHALL not be used to make a determination. The CLLB SHALL, through a recorded vote, determine if the complaint is SUSTAINED or UNFOUNDED. The determination SHALL be recorded in the minutes.**
- (ii) In the event of a SUSTAINED complaint, the President, *or ranking board member*, SHALL ensure that corrective action is taken to resolve the complaint in accordance with the CLLB BYLAWS and CLLB CONSTITUTION. A record of SUSTAINED complaints SHALL be kept on file with the CLLB.**
- (iii) In the event of an UNFOUNDED complaint, the file SHALL be closed and a record of the UNFOUNDED complaint SHALL be kept on file with the CLLB.**
- (iv) For all complaints, regardless of disposition, the COMPLAINANT and ALLEGED SHALL be notified, in writing, the CLLB's disposition of the complaint, and a detailed summary of the actions taken and findings.**

***Note: This policy is not intended, nor shall it, in any way attempt to regulate or restrict the speech/opinions, or infringe upon the constitutional rights of any person; nor does it have the authority to do so. The CLLB is solely a volunteer system, committed to providing the best Little League experience to the community.**