

Northshore Youth Soccer Association (NYSA) Human Relations (HR) Grievance Process

Purpose

The purpose of this document is to outline the holistic end-to-end association-wide process for addressing grievances. This is intended to encompass both game/practice grievances as well as any grievances involving board members, staff or committee members. It will supplement the existing [Rules and Discipline](#) process, which covers games and practices for coaches, other team officials, players, and parents.

Scope

This policy will apply to grievances which involve any board member, paid staff, or committee member. For grievances that are received by the Rules and Discipline Committee involving board members, paid staff, or committee members, the final determination should be shared with the HR lead (as appointed by the Executive Committee).

Overview

The Executive Committee shall appoint an HR lead from the board, who will be tasked with developing detailed procedures for the grievance process. Where possible, the HR lead will model the process on existing best practices within the association.

The process will include delineation and considerations of what severity of incidents would constitute grounds for probation, suspension, or revocation of NYSA membership or termination of employment. Each incident would be reviewed by the HR Lead as well as at least two additional neutral board members. All parties will have an opportunity to provide their perspective on the incident. Based on the information gathered, the HR Lead would recommend a disposition for the incident. The executive committee will review and approve the HR Lead's recommended disposition. All parties will receive notification of the final disposition.

The process will also outline how the HR lead would receive final determinations from the Rules and Discipline Committee for game and practices related issues, IF the incident involves a board member, paid staff or committee member.

Addendum

In the event a scenario arises when there are no unbiased or non-recused NYSA Disciplinary Committee members available within the Association, the Disciplinary Chair/HR Lead will engage with an external group of resources to independently review the matter and provide a recommendation. The external group of resources will be sourced from a pool of candidates that the board has identified.

Version History

ID	Revision Date	Summary of Revision	Authored By
1	1/23/23	Document Created	Culture Committee: Michelle Lenssen, Laura Nordyke, Anissa Wheeler, and Daphnie Chow
2	7/24/2025	Addendum	Laura Nordyke, Elizabeth Alexander, Blake Hamamoto and Carissa Karg. Addendum approved by BoD at August 2025 board meeting.