

## **EYSA Grievance Policy**

The Edina Youth Softball Association is a volunteer organization striving to run a fun house-league softball program for Edina girls. While much effort is spent trying to institute fair policies and recruit capable coaches, we realize parents may have complaints regarding certain issues. Listed below is the EYSA Grievance Process. Parents of EYSA players may file a grievance if they have a problem or complaint regarding a particular person, policy, or other item.

- 1.) Parents should first try to resolve the issue with their daughter?s Coach;
- 2.) If after one week the Coach is unable to resolve the issue to the satisfaction of the parent, the parent may contact their daughter?s Grade Representative;
- 3.) If after one week the Grade Representative is unable to resolve the issue to the satisfaction of the parent, the parent may request the board review the issue at the next board meeting. The parent must notify the President or Vice-President of this request at least one week prior to the upcoming board meeting. This notification should be accompanied with a written statement detailing the issue.
- 4) If after one week, the Board is unable to resolve the issue to the satisfaction of the parent, the parent may request Edina Park and Recreation Department review the issue.