

Adopted by the SFYHA board on August 13, 2015

All complaints and grievances by Members shall be presented to an executive Board member (s). The Executive Board member(s) shall represent the Members' interest to the Team Coach. If the grievance is an issue beyond the authority of the Coach to resolve, or does not relate to the team management, the Team Coach shall immediately notify the Executive Board member (s) of the fact and direct him to present the grievance to the Club President. If the grievance is related to an issue within the control of the Coach, a timely reply must be provided. If, within ten days, the Executive Board member(s) has not advised the Member of a reply to his grievance, the Member may appeal in writing to the President. The President, upon receiving a timely appeal, shall call a meeting of the General Board within ten days to consider the grievance. The Member may attend that meeting and present his grievance to the General Board. The decision of the General Board shall be final.