

#### Chain of Command:

Constructive criticism of AYS is welcomed by the Board whenever it is motivated by a sincere desire to improve the quality of the program or to equip AYS to do their tasks more effectively.

The AYS Board of Directors have confidence in our volunteers and desire to support their actions in order that they are free from unnecessary, spiteful, or negative criticism and complaint. This policy does not supersede any member of the AYS Community's right to contact Board members directly. However, whenever a complaint is made directly to the Board as a whole or to a Board member as an individual, it will be referred back to the next person in our chain of command.

The Board advises the public that the proper channeling of and most effective way to resolve complaints and conflicts involving AYS are as followed.

Public → Coach → Commissioner → AYS Board of Directors

The Board will consider hearing public complaints when they cannot be resolved by the other links in our chain of command. Matters referred to the Board must be in writing, must include address, contact phone numbers, signature of the complainant, and should be specific in terms of the action desired.

After reading such complaints, and if more information which might challenge or question the good name or character of an individual is needed, the Board shall consider to have all parties attend an Executive Meeting. The Board will not consider or act on complaints that have not been explored at the appropriate level or if the appropriate chain of command has not been attempted.