

Section 2: **Conflict Resolution Policy**- 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 & desire to support their actions in order that they are free from unnecessary, spiteful, or negative criticism & 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

(AYS suggests individuals give themselves a 24 hour chill down period before acting on any negative situations.) Complaints and concerns regarding your AYS experience should be directed according to the following guidelines.

Complaints regarding AYS coaches, assistant coaches, and/or managers should be addressed with the head coach. Concerns regarding your child's team should be addressed directly with your child's coach or assistant coach at a proper time and place. If resolution is not satisfactory, document your complaints or concerns in writing to the attention of the appropriate commissioner. If, after following the appropriate measures as listed above, and resolution is not satisfactory, document your complaints or concerns in writing to the attention of the AYS Board. (email: board@ayssports.org)

Complaints regarding sports leagues, sports rules and/or officials should be addressed with the commissioner. If resolution is not satisfactory, document your complaints or concerns in writing to the attention of the AYS Board.

Complaints and concerns regarding AYS policies and programs should be documented in writing and sent to the attention of the AYS Board of Directors and the proper Program Commissioner.

Matters referred to the Board should be in writing, must include address, contact phone numbers, signature of the complainant, and should be specific in terms of the action desired. Matters can be emailed to AYS board as a whole. (board@ayssports.org). 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.