

# **Hudson Basketball Association Complaint Procedure**

## **PROCEDURES FOR REGISTERING COMPLAINTS**

From time to time, coaches, parents and other participants may register constructive criticism of the Hudson Basketball Association, an association representative (including coaches), or a particular event sponsored by the Hudson Basketball Association. However, such complaints are not always delivered in the most effective manner and therefore generate unnecessary bad will among the parties involved. In the subject area of criticism of officials, events, etc., coaches are responsible for the behavior of their players and fans.

The following guidelines are recommended to assure the most constructive registering of a complaint.

1. Complaints regarding policy or the conduct of an association player, coach or representative, should be directed in written form to the association Board of Directors in advance of a regularly scheduled board meeting so that it can be addressed properly. Complaints regarding a sufficiently serious matter may be addressed more urgently at the discretion of the HBBA Board of Directors.
2. Complaints about conduct at or during an association sponsored tournament should be registered after completion of the tournament. Tournament volunteers (scorekeepers, clock operators, etc.) should not be interrupted in their work during the conduct of a tournament to field complaints. Such complaints should be in writing and directed to the Tournament Director, who is obligated to address such complaints in his / her report to the Board of Directors.
3. Under no circumstance should any person other than a bona fide coach attempt to communicate with game officials or scorers' table personnel during the conduct of a game. Only the registered coaches, not the parents, represent the team in official business.

## **RECEIVING COMPLAINTS**

- Phone Calls are not acceptable - complaints must be in writing (email or letter). Callers making complaints will be informed that action can be taken only on written complaints.
- Calls that are merely "gripes" (officiating, scheduling, etc.) that do not rise to the level of policy or code of conduct violation will not be seriously considered.
- Callers who allege actions that are or could be policy or code of conduct violations should be advised to make the complaint in writing to the attention of the Hudson Basketball Association Board of Directors.
- If a caller makes serious allegations that are clearly policy or code of conduct violations, or which, if true, could endanger an athlete or harm the association, the person receiving the call should contact an officer of the association (preferably the association's designated "Player Agent") so that the Board of Directors can determine whether to pursue the matter on its own initiative (examples: criminal activity, sexual misconduct, embezzlement of funds, etc.). Include the name, address and phone number of the caller, as well as the date and nature of the call.
- Letters may be deemed a complaint by the association even if it is not designated as such.
- Letters which allege policy or code of conduct violations are to be referred to the association's Board of Directors.
- Letters which merely make complaints of a general nature are not allegations of code / policy violations and should be referred to the appropriate entity. Note: If a volunteer or other individual is unsure whether a code / policy violation is alleged, the matter should be referred to the association's Board of Directors. When in doubt, make the referral.

## **SCREENING COMPLAINTS**

The Hudson Basketball Association Board of Directors will appoint on an "as needed" basis, a Review Committee which will include a minimum of three individuals and a maximum of five individuals not named in the 'complaint'. The Committee may be comprised of representation from the Board of Directors, Coaches, and parents as determined by the Board of Directors.

The association's Review Committee makes an initial screening and may take any of the following actions:

1. Call or correspond with complainant to request additional information
2. Refer to the appropriate program director or coordinator
3. Consult with the Board of Directors
4. Advise complainant that the complaint is inappropriate and / or that it should be made to another entity (example: complaints that a coach is not playing a particular athlete enough)

The Review Committee and Board of Directors shall consult regularly and review the log of complaints.

## **REVIEWS**

The Review Committee shall review complaints to determine if there is probable cause that a violation has occurred. The Review Committee may discuss the complaint with complainant, Association Officers, or other persons who can provide information. The Review Committee may:

1. dismiss for lack of probable cause or
2. refer the matter to Board of Directors for appropriate action

## **REQUESTS**

Properly submitted requests for review will be considered by the Review Committee, which may schedule a hearing with the following stipulations:

1. Timely notice is required.
2. The Committee may request additional information.

## **HEARINGS**

Hearings are set / scheduled by the Review Committee in conjunction with the Board of Directors.

1. Hearings may be in person or via telephone.
2. Evidence may be stipulated to or cases may be submitted on written evidence and hearings waived.
3. Hearings may be continued, delayed, recessed or extended by the Review Committee and / or Board of Directors.

Evidence: Formal rules of evidence are not required.

1. The Review Committee and/or Board of Directors shall make all rulings on the relevance or propriety of evidence, and may limit evidence as to time and scope.
2. The Committee / Board may consider all evidence from any source, including hearsay.
3. Members of the Committee / Board may question witnesses and may make inquiry of witnesses not present at the hearing before, during or after the hearing.

## **DECISIONS**

Cases presented to the Review Committee and / or Board of Directors will be disposed of by the entry of a decision.

1. Decisions will be in writing.
2. All appropriate parties will be notified of the decision.
  - a. The decision may be made known to Association Officers, program directors / coordinators, or any other person or entity either inside or outside the association, to whom such knowledge is appropriate, at the discretion of the Review Committee and / or Board of Directors.
  - b. Decisions will be communicated to all parties in writing in a timely fashion.
3. The Review Committee and / or Board of Directors may choose to make written findings of fact but is not required to do so.

Any decision of the Review Committee and / or Board of Directors is effective immediately, unless the Committee or Board grants a stay pending appeal.

## **APPEALS**

Any decision of the Review Committee or Board of Directors may be appealed. To appeal, the complainant must file a request with the Board of Directors to appear in person to present their appeal.