



MANKATO AREA YOUTH BASEBALL ASSOCIATION

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Greater Mankato Area
United Way



Minnesota Charitable Gaming License #31040

DISPUTE RESOLUTION AND GRIEVANCE PROCESS

1. Most problems are best solved through discussion. The grievance procedure begins with a discussion between the parties involved. The MAYBA recommends that such discussions take place away from other players and parents and not immediately before, after or during practices or games. Please keep all conversation civil and courteous. **When a player or parent has a concern, they should follow the "24 Hour Rule" which urges a party to wait at least 24 hours, if reasonably possible, before approaching a coach on the matter.** The 24-hour waiting period permits passions to subside so that the parties may address issues objectively.
2. If a player or parent believes their question / issue is not addressed by the coach in a satisfactory manner, they may contact the MAYBA Travel Director but should do so only after exhausting all reasonable efforts to resolve the matter with the coach and or coaching staff. The player or parent should follow the same guidelines for civility and discretion as indicated above. To pursue the complaint, the Complainant must then submit a written complaint stating as many specifics as possible, to the Travel Director. If the Travel Director is the subject of the grievance, the written complaint shall be submitted directly to the President of the MAYBA Board of Directors.
- 3.) The grievance applicant shall submit a no greater than two (2) page letter to the MAYBA Board President including the following information: • Applicant Member's Name & Team (player, coach, parent, spectator) • Applicant Member's Parent/Guardian Name & Team (Should the Applicant be a Player) • Offender's Name & Team • Date of the Offending Incident • Detail of the Offending Incident Upon receiving the written grievance, the MAYBA Grievance Committee will schedule face-to-face review of the incident. Both the Applicant and alleged Offender shall be present at the review. Each the applicant and alleged offending members are each allowed 2 additional league members to act as witnesses or collaborating members of support during the
4. As soon as possible, the Travel Director shall inform the MAYBA President and General Manager that a complaint has been received. If the Travel Director is unable to resolve the complaint within 72 hours, he must inform both parties (verbally, within 24 hours) that the complaint has been referred to the MAYBA Grievance Committee. The MAYBA Board President may bypass this step and directly take charge of the complaint and investigation.
5. The MAYBA Grievance Committee may attempt a resolution through discussion with the involved parties or conduct an investigation as necessary. The Grievance Committee will strive to meet at a mutually convenient time and place for both parties within 7 days, but if this is not possible, the Board President will set the time and location.

6. The Grievance Committee will meet with the complainant and hear all relevant information. They will discuss and decide the issue after the parties involved have been dismissed from the meeting. It may be determined that additional fact-finding or investigation is needed. The Committee Chairperson will notify both parties of the Committee's decision, verbally, within 72 hours, and by letter or email within 5 days.

7. Sanctions, including but not limited to the following, may be invoked:

- a. Verbal warning
- b. Official written reprimand
- c. Game(s) suspension at the discretion of the Committee
- d. Immediate dismissal for the remainder of the season (with review at the end of the season).
- e. Permanent dismissal from any MAYBA activity.

8. Any disputes brought before the MAYBA shall be subject to its action which may include, in its sole and absolute discretion, internal mediation of the dispute and or making a direct determination as to a resolution. Resolutions imposed by the MAYBA Grievance Committee shall considered final.

9. Removal of a coach, player or parent for the season or permanently resides in the sole and absolute discretion of the full MAYBA Board of Directors.

10. A coach will not be removed without a prior written complaint being submitted to the MAYBA for investigation unless the conduct is so clearly in violation of MAYBA policies that no written complaint is warranted. A simple majority vote of the Grievance Committee will be sufficient to dismiss a coach. If a coach is asked to leave, the MAYBA Board of Directors will appoint a substitute coach so the team is able to continue for the remainder of the season.