



Benbrook Baseball and Softball Association Complaint Procedures

BYBSA desires every child and adult participating in BYBSA activities to enjoy a positive and fun learning experience. The Board of Directors, League Commissioners, and Head Coaches are all volunteers with no compensation for their service. The growth of our programs and services are dependent on the positive maturity of our volunteers and players. Over the years BYBSA has developed code of conduct rules for parents, players and coaches along with BYBSA Ground Rules designed for the protection and safety of our athletes. With this purpose in mind the BYBSA established a procedure for filing a complaint or grievance that can not be resolved by the Head Coach or League Commissioner. This is not a game protest procedure, as that process is outlined within the BYBSA Ground Rules.

Process

If a situation should arise that warrants a complaint please discuss the situation first with your player's Head Coach. If the situation isn't resolved to your satisfaction contact your League Commissioner. If further involvement is necessary a written complaint must include the following information.

1. Your Name / Players Name & Birth Date
2. Address:
3. Phone Number:
4. E-Mail Address:
5. Division: Example / Bronco
6. League: Example / American
7. Team: Example / Rangers
8. Head Coach:
9. Nature and Detail of Complaint, including responses from Head Coach and League Commissioner.

If the complaint involves another team, coach or specific umpire crews please include the dates and times games were played along with what fields and teams were involved. The written complaint should be submitted to email to all BYBSA board members. BYBSA board member emails are listed on www.bybsa.org. The President of BYBSA leads the investigation. The BYBSA board shall participate and review the investigative findings and rule in accordance with In-City Rules, BYBSA Mission Statement and Code of Conduct guidelines. The board's decision and any disciplinary action are final. The final conclusion and results of the investigation shall be forwarded to all parties involved.