

Procedures for Resolution of Problem Situations

These procedures are intended as a guide to assist participants, coaches, and/or program and event volunteers in responding to behaviors not adhering to the conduct expected of a participant or volunteer, and when participants or other volunteers are unable to work out their differences among themselves (especially in cases of bullying, harassment, or discrimination) or when behaviors inhibit a fun, welcoming, and safe atmosphere.

In an Emergency call 911

Whenever possible, conflicts and problems should be resolved in a spirit of collaboration and goodwill among the parties involved. Discuss work-related problems openly and honestly with the parties involved. If that fails, any or all of the following steps may be take:

1. Verbal Warning: The program or event coach/volunteer will discuss undesirable conduct with participant(s) and stress that this behavior will not be tolerated. Event volunteer, coach or coordinator will employ a problem-solving approach with participant(s) in an effort to avoid a second violation.
2. Suspension: If a verbal warning given under step one is ignored, then on a second violation the program or event coach/volunteer may excuse the offending participant from the event or program participation.
3. If actions taken under steps one and two do not resolve the problem, or as an alternative to those steps, prepare a written summary of the problem and desired outcome(s) and submit it to a KNSC Board Member
4. The board member will prepare a written response, with consultation with at least two other board members, which will also be sent to the full board of directors. If a resolution is reached, the process ends.
5. If no resolution is reached, the affected parties can schedule a meeting with at least two other Board Members to discuss potential solutions to the problem and alternative desired outcomes.
6. If a resolution to the problem is still not reached after Step 5 then the problem and desired outcomes will be brought before the Board of Directors at a regular board meeting for final resolution by majority vote.

Documenting Problem Situations

Any participant witnessing, being subject to, or otherwise affected by problem behavior are encouraged to report the incident. A written report should be made promptly. Documenting can help inform an objective review. The report should include: date of incident(s), name(s) of person(s) involved, name(s) of any witness(es), and a brief description of the incident(s). Write down the facts and be clear about what is your personal knowledge and what others have told you. Do not include your own opinions. If applicable, state the problem and desired outcome.

Grievances

The grievance process exists to ensure that any actions taken are fair and equitable. Anyone affected by decisions made while following any of the steps 1-6 above may file a grievance. All grievances should be written and directed to any the following, as appropriate: Coach; Program or Event Coordinator; KNSC BOD.

Grievances will be followed-up upon regarding any matters resulting from decisions made under these procedures. When filing a grievance, follow the documentation procedures described above. If necessary, a meeting with the Coach and/or Program or Event Coordinator will be scheduled. If the matter is not resolved, it may be forwarded to the KNSC BOD for further review and final decision following the spirit of steps 3-6.