

## St. Luke Athletic Department Volunteer Coach Complaint Policy

1. Complaint must be in writing, include names and specific details regarding the expressed concern. A written complaint must be signed by the complainant and include contact information for follow-up.
  - Complaints must be received by the Athletic Department within one week of the stated incident.
  - Following the reception of a written complaint including the necessary requirements, the Athletic Director will phone the complainant to confirm the claim.
  - The Athletic Director must have written permission to communicate complaint with the coach(es) concerned and continue the Complaint Policy process.
  
2. Following the completion of Step 1 the Athletic Director and at the discretion of the A.D., the sport Commissioner will interview the coach regarding the claim. In the event multiple coaches are involved in the same claim, separate interviews will be held for each coach.
  - Within two days following the interview, the Athletic Director will make a recommendation for resolution and inform the complainant and all named coaches in writing.
  
3. If the resolution is appealed, in writing, within seven days to the Athletic Director and Parish Manager, a *Fact and Resolution Committee* will be appointed by the Parish Manager.
  - Only the initial complainant (or a coach named in the claim) may submit an appeal. Only appeals submitted by these individuals will be recognized by the Athletic Department on the authority of this policy.
  
  - The *Fact and Resolution Committee* will consist of three members. The committee must include at least one senior coach. A senior coach shall be defined as a member of the St. Luke coaching staff with at least five years of service at the parish. The remaining two committee members shall be named, at-large, by the parish manager.
  
  - The committee will meet with the involved parties and the Athletic Director and arrive at a consensus resolution recommendation to be submitted immediately to the Athletic Director and the Parish Manager for their final consideration.
  
4. The Athletic Director will inform the complainant, coaches named in the claim, and the *Fact and Resolution Committee* of the final determination.