

## Grievance Policy and Procedure

The principle of the Grievance Policy and Procedure is to support the Pensacola Roller Gurlz (PRG), LLC's commitment to promoting and ensuring a comfortable environment in which members are treated with respect and dignity. PRG's Grievance Policy and Procedure is intended to resolve problems and hopes that a grievance can first be resolved amicably. If a casual discussion does not resolve the grievance, a more formal procedure can be followed. All members involved in a grievance complaint are encouraged to cooperate constructively in order to resolve the grievance in a timely manner.

PRG has a responsibility to protect members from harassment that may take the form of grievances submitted vexatious, maliciously, without substance, or generally in bad faith. Members who have genuine grievances are assured that PRG is committed to enabling grievances to be raised without fear of victimization or retaliation from any member of the league.

Examples of grievances are as followed:

- Bullying
- Harassment (Personal and Sexual)
- Intimidation by verbal or physical gestures.
- Discrediting a member by spreading malicious gossip or rumors, ridiculing a member, humiliating a member, calling into question a member's convictions or a member's private life, or shouting abuse at a member.
- Destabilizing a member by making fun of the member's beliefs, values, political and/or religious choices, or mocking said person's weak points.
- Preventing a member from expressing themselves by yelling at the person; threatening; constantly interrupting that person; prohibiting the person from speaking to others.
- Conduct that is so sufficiently severe or pervasive to the degree that it causes a hostile environment.
- Statements damaging to a member's reputation.
- Constantly overruling the bylaws, policies, and/or representatives of PRG without just cause.
- Unjustifiably monitoring everything that is done.
- Systematically interfering with normal league conditions, sabotaging the league or the instruments of the league.

Examples of what is not considered a grievance are as followed:

- A single or isolated incident such as an inappropriate remark or having an abrupt manner.
- A social relationship welcomed by both individuals.
- Requiring performance of members of the league.
- Constructive criticism.
- Counseling a member in a non-harassing or non-discriminatory manner.

If a member has any grievance that is not listed above or have a question about what is considered a grievance, the member can speak with an elected league leader of choice. If upon getting counsel from the elected leader the member feels that a formal complaint is the only way to resolve the problem, a procedure will be followed. The procedure is as follows:

- Obtain an official grievance complaint form from the Membership Director, or from the documents file on the league's private web pages.
- Fill the grievance complaint out with dates, explanations, and any cordial steps that the member has taken to resolve the grievance on their own.
- Turn the grievance form into the Membership Director. Membership will take the form and distribute it to the Board of Directors for review.
- The form will then be distributed to a select group of 5 members who will make up the Grievance Committee. These members will be made up of past leaders, and/or members who have been on the league for 2+ years.
- The committee will meet to begin to investigate the complaint, and upon conclusion will call in all parties of the complaint after review. This process will take no longer than 10 days.
- Once the investigation is concluded, all parties will be brought back together for the committee's decision in regards to the grievance. The reasoning behind the decision will be discussed as well. Moreover, the results of the investigation will be given in writing to the Board of Directors and all individuals involved. This protects the committee, the parties involved, and the league.

If a grievance is substantiated, repercussions are, but not limited to, as follows:

- League service.
- Not roster eligible for the next game as well as a volunteer for that game.
- Removal from leadership position.
- Suspension from practice.
- Suspension from the league.
- Expulsion from the league.