

## Grievance Do's and Don'ts

1. Publish the names of all Committee members in your regulations and then use them. If you replace them, give yourself authority to do so and define how they will be chosen.
2. Train your committees. The grievance and grievance appeal process is a complicated one and the rules must be strictly followed. Give a copy of the Grievance document to each committee member and make sure they understand the process.
3. Keep a paper trail of ALL documentation.
4. Don't allow yourself to be put in a position of a conflict of interest. If you want the grievance to be heard at the next highest level, request it.
5. Make sure all grievances are filed using proper forms and are filed in a timely manner. Time restrictions do apply to certain grievances.
6. Make sure all parties to the grievance and grievance appeal are notified.
7. Make sure grievances are being heard by the proper grievance committee. For example, a grievance against a captain for condoning a player inappropriately self-rating is an NTRP grievance handled at the section level.
8. Don't hesitate to return a decision to the committee if it is not done correctly. We will provide a checklist for you.
9. Make sure the Grievance Appeal Committee does not impose a harsher penalty than the Grievance Committee.
10. Don't serve on a Grievance or Grievance appeal committee over which you have jurisdiction and do not try to influence their decisions.