



Resolving a Complaint

Step 1 –

The complainant (or coach, if the complainant is a minor) should ask the person to stop the behavior (document date, time, place, witnesses, etc.).

Step 2 –

If the behavior continues, or if the complainant feels uncomfortable broaching the issue with the person, the complainant (or coach) should bring the matter to the Local Board Chair (LBC). The complainant (or coach) must complete the Ethical Behavior Grievance Form found in the US Lacrosse Umpiring Manual and submit it to the LBC.

Step 3 –

The LBC will address the matter with the person complained about. The complaint may be resolved informally, for example with an apology.

Step 4 –

If there is no resolution and the complainant (or coach) would like to proceed, the LBC will refer the complaint to the Local Board's Ethical Behavior Committee (EBC), a committee established by the local board to address ethical behavior by its board members.

Step 5 –

The LBC will inform the person complained about of the allegations.

Step 6 –

The LBC will set up a date, time and location to proceed with an investigation and then inform the complainant, the person complained about and the Ethical Behavior Committee.

Step 7 –

The Ethical Behavior Committee will interview both parties confidentially and impartially. Both parties must have a chance to state their case, give an explanation and put forward their defense. All parties must be heard and relevant submissions considered.

Step 8 –

The Ethical Behavior Committee (EBC) will attempt mediation/conciliation between the parties.

Step 9 –

In the case of a serious allegation or dispute and the person complained about is found guilty, the EBC will decide on a reasonable consequence.

Note: If the consequence is suspension, the LBC will notify the assignor.

Step 10 –

The LBC will keep all of the investigation paperwork in a secure place.