



Complaints

Last Revised on August 15, 2022

In order to address concerns and complaints appropriately and efficiently, they must be raised following specific sequential steps with a variety of different people involved. All complaints/concerns must be submitted in writing and must follow the protocols listed below.

1. Concerns with someone within the same parish/school (playing time, conduct, sportsmanship):
 - Must be raised by a parent/guardian of athlete
 - Following the 24 hour guideline, raise concern to the head coach of the team in writing
 - After a period of time that permits action by the head coach, raise concern to the Athletic Association or the AAP/AD.
 - Complaints or concerns about the head coach could be raised directly to the AAP/AD.
 - If still needed, the AAP/AD and parent/spectator can together raise the concern to the CYM Director of Youth Sports. While escalations may start as a verbal conversation, they should always be in writing before any action is taken.
2. Concerns with someone outside the same parish/school (officials actions, conduct of other coaches/players, spectators):
 - Raise the concern to the head coach of your athlete's team
 - Validated concerns should be made to the AAP/AD of the Athletic Association
 - Only head coaches are permitted to file a complaint with the CYM Director of Youth Sports about a game official. They can include commentary from spectators.
 - AAP/AD can forward these complaints about other coaches/players/spectators to the CYM Director of Youth Sports provided they believe it is a valid concern that needs to be addressed by this office.

Related Policies:

9.14 A head coach may file a complaint with CYM regarding an official, an opposing coach, player, or a spectator. Coaches must first discuss the concern with their parish/school Athletic Director/Athletic Association President. The AD/AAP should consider whether to bring the pastor/principal into the conversation and when to escalate to the CYM Director of Youth Sports. ²¹³⁵

9.14.1 A player, parent or spectator must first bring concerns or complaints to the head coach's attention, for the head coach to address according to CYM Procedures. If the concern/complaint is about the head coach it must be brought to the parish/school

- 9.14.2** Complaints addressed to CYM may begin with a phone call, but also must be submitted in writing or by email, including the name of the complainant. All names will be kept confidential except when required to discuss with the Athletic Director/Athletic Association President or pastor/principal or any local authorities. In addition even when permission is granted by the complainant discretion on a need to know basis should be considered and followed. Anonymous complaints will not be addressed in any way. 2136