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# **WFTDA Grievance Committee Policy & Procedure Manual**

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**Updated June 26, 2010**

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## WFTDA Grievance Committee

### Definitions:

Complaint – Non-actionable complaint brought against a certified official that is made for the record only.

Grievance – Actionable Complaint brought against a member, member organization, official, or WFTDA committee.

Grievant – Any individual or group which files a complaint or grievance or requests a suspension or review.

Review – Request for a games related review, including sanctioning, bout forfeiture, and suspension review or enforcement.

Panel – Member-elected Grievance Committee decision making bodies; Compliance Panel, Games Review Panel, Referee Certification

Pivot – Individual Grievance Committee member responsible for communication with grievant and respondent and ensuring that all parties information is provided to the Grievance Committee decision panels) for appropriate review and decision

Respondent – Any individual or group who has had a complaint or grievance filed against them or has been issued a suspension and has requested a review.

### Composition:

The WFTDA Grievance Committee is comprised of a Grievance Administration team and the Compliance Panel who work with the Games Review Panel and Referee Certification to address grievances, games reviews and complaints against officials.

Grievance Administration – No fewer than three (3) representatives hired by the Grievance Committee Chair to serve as Grievance Pivots. One (1) representative will be designated as the Grievance Committee Secretary.

Compliance Panel – Comprised of five (5) elected representatives, one from each of the existing four regions with the fifth position filled by the Grievance Committee Chair. Compliance Panel members will be elected to staggered two-year terms.

### Overview:

The purpose of the grievance committee is to provide opportunities for communication, mediation and resolution of WFTDA-level issues. Not all issues can be resolved definitively, but the grievance committee will do its best to provide the best possible solutions for the involved parties.

The WFTDA Grievance Committee ensures WFTDA policy and procedure are upheld in accordance with the WFTDA Mission and Policies as elected by the WFTDA Member Organizations. Members have the

right to dispute the actions of any working WFTDA committee, organization or member if that party has not acted in accordance with WFTDA Mission, Bylaws, Policies and Procedures.

### **grievance@wftda.com:**

The Grievance Committee maintains an email address for intake of grievances, reviews, complaints (collectively known as issues), applications and correspondence. The Grievance Pivots review issues, collect information from all parties and forward all relevant and pertinent information to the appropriate Panel for resolution.

### **Grievance Confidentiality:**

Grievances and complaints are considered strictly confidential and should not be discussed outside of the official grievance process. A summary of all grievances and the process by which it is reviewed will be made available to the WFTDA Board of Directors and any suspension or probation assessed against a member, official or organization as the result of a grievance will be noted in the Suspension and De-Sanctioning Case Log.

### **Decision Making Authority:**

- Games Review Panel
  - Forfeiture of Bouts
  - Sanctioning/Unsanctioning of Bouts
  - Suspension Review and Enforcement
- Grievance Committee
  - Breach of WFTDA Bylaws
  - Breach of WFTDA Policy or Procedure
  - Breach of WFTDA Code of Conduct
- Referee Certification
  - Officiating Complaints

### **Issue Resolution Procedure:**

Home league issues are not to be brought to this Committee unless directly affecting or violating the WFTDA Mission, Bylaws, Policies and Procedures, or the membership of a WFTDA member or league.

Upon receipt of a completed grievance request, the Grievance Committee Pivots will review the submitted paperwork to determine that it is an appropriate issue for the WFTDA Grievance Committee.

Valid issues are assigned a Pivot to serve as the primary liaison between involved parties, including but not limited to the grievant, respondent and the Panel(s) reviewing the issue.

If possible and when appropriate, mediation steps will be taken by the Grievance Pivots to resolve all matters with fairness. If mediation is unsuccessful or inappropriate, the Pivot will refer the issue to the appropriate Panel for consideration and to ensure that WFTDA policies are no longer compromised, in accordance with the WFTDA Grievance Scale of Consequences.

The Panel(s) review issues internally and recommend solutions on a case-by case basis. The Panel(s) may request review by other WFTDA members or committees and the WFTDA BoD in making recommendations.

The Grievance Committee Panels will work as quickly as possible, and attempt to offer solutions to the issue within six weeks.

The Grievance Committee Panels are dedicated to equitable and just treatment of all WFTDA members. If a member feels the Grievance Committee is not meeting its mission, they may submit a written request for appeal within one week of the date a decision was communicated to the parties.

### Issue Process Timeline:

Timeline	Action	Responsible
Day 0 to Day 2	Issue received via <a href="mailto:grievance@wftda.com">grievance@wftda.com</a> (Day 0)	Secretary
	Issue reviewed to determine validity:	Pivots & Chair
Prior to Day 4	Valid Issue Assigned Pivot	Pivots & Chair
	Invalid Issue Dismissed/Grievant Notified	Secretary
	Valid Issue information added to tracking spreadsheets	Pivot
Prior to Day 7	Parties Notified of Valid Issue	Pivot
Prior to Day 14	Build Case File/Data Collection	Pivot
	Submission to Panel(s)	Pivot
Prior to Day 35	Issue Reviewed by Panel(s)	Panel(s)
	Decision(s) provided to Pivot	Panel(s)
Prior to Day 42	Decision(s) provided to Grievant and Respondent	Pivot
Within 7 Days of Decision Notice	Decision(s) accepted by Grievant or Respondent	
	Decision(s) appealed by Grievant or Respondent	
Within 9 Days of Decision Notice	BoD & Parties notified of Issue Status	Pivot

### Guideline for Consequences

Consequences for failure to adhere to the WFTDA Mission, Bylaws, Policies and Procedures are at the discretion of the Panel(s) and may include, but are not limited to; warnings, individuals/leagues removed as WFTDA representatives, leagues may be placed in inactive status, monetary fines, suspension of skaters/teams from bouts or tournaments, or expulsion from the WFTDA, as established by the member leagues, Human Resources and the Board of Directors.

### Actionable Offenses:

- Breach Code of Conduct
- Breach of Confidentiality
- Breach of Membership Agreement
- Breach of Bylaws
- Breach of Policy & Procedures

### Types of Probation:

- Administrative Probation (Code of Conduct, Confidentiality, Policy & Procedures)
  - Creative Punishment
  - Geared towards encouraging activity

- Membership Probation (Bylaws & Membership Agreement)
  - Class Demotion
  - No Promotion
- Games Related Probation (Code of Conduct)
  - Sanctioning
  - Suspensions
  - Tournaments

### **Banned From Membership:**

- Crimes against persons or property
- Reviewed on Case-by-Case basis
- Crimes that directly impact reputation of WFTDA

### **Fines:**

- Monetary
- Labor

### **Officials Actionable Offenses:**

Breach of Confidentiality 1 – *Definition Required*

Breach of Confidentiality 2 - *Definition Required*

Breach of Confidentiality 3 - *Definition Required*

Code of Conduct 1 - *Definition Required*

Code of Conduct 2 - *Definition Required*

Code of Conduct 3 – *Definition Required*

### **Officials Consequences:**

Automatic Certification Review for any grievance

90-Day Probation (Letter of Warning) & Board Read Only, Unable to apply for certification or Promotion

Board Suspension (duration at Grievance Discretion)

Board Revoked

Cert Level Reduced

Cert Revoked

Sanctioned Game Suspension

Sanctioned Game Revoked

Tourney Suspension

Tourney Revoked

### **Grievance Committee Job Descriptions:**

#### **Compliance Panel (5)**

- Review Grievance Case File
- Make determination about whether the grievant has presented a matter within the jurisdiction of the Grievance Committee or, if not, whether the grievant should be allowed to amend the grievance or the grievance should be dismissed
- Weigh the credibility of the evidence, make specific findings of fact and determine whether the grievant has established the charges

- Draft written finding of facts and recommendations with regard to the grievance
- Coordinate with other relevant Panel(s) to ensure consistency in cases which require multi-panel participation

### **Grievance Committee Chair (1)**

- Assign pivots to grieves,
- Oversee grieves process and ensure completion in a timely manner
- Create jobs/tasks as needed
- Spearhead policymaking, balloting, etc.
- Oversee spreadsheet maintenance,
- Oversee final reports - internal approval, liaison to Regulatory Officer
- Intake new member applications, oversee placement on Grievance Committee

### **Grievance Admin/Secretary (1)**

- Intake Issues submitted to the Grievance Committee
- Manage Issue Process Timeline
- Manage grievance spreadsheets
- Write meeting agendas
- Compile QSRs

### **Grievance Pivots (3-4)**

- Liaison with involved parties - Inform all parties of issues, status , communications, info conduit to Panel(s)
- Post all updates to grievance forum and regulatory clubhouses as appropriate, update status on grieves spreadsheet(s)
- Build case file
  - Gather information
  - Document all evidence
  - Create records
- Submit to appropriate Panel for review and decision
- Coordinate Multi-Panel decisions
- Create grieves summaries for BoD review
- Update spreadsheets
- File the Case for closed grieves
- Assist with grieves committee projects as needed

### **Compliance Panel Membership:**

The Compliance Panel is a hearing body composed of five members with the delegated authority to hear grievances filed against individuals, member organizations and WFTDA committees. Members of the Compliance Panel must maintain a high level of honesty, integrity, and impartiality. They must demonstrate the ability to exercise these personal qualities faithfully and with good judgment, both in procedural matters and substantive decisions.

Compliance Panel member applications must include three WFTDA member recommendations. One recommendation must be from candidate's home league and two from other WFTDA member organizations. Applications will be reviewed and vetted by the WFTDA Board of Directors. Successful

applicants will have maintained active representative status for the preceding two quarters. Once all candidates have been vetted, their application materials and letters of reference will be made available for review by all member organizations prior to balloting in accordance with WFTDA Voting Procedures.

Upon election to the Compliance Panel, members will sign a Confidentiality Agreement.

Failure to abide by the agreement will result in expulsion from the committee and possible further disciplinary action to be determined by severity of offense as determined by the Board of Directors.

### Compliance Panel Election Cycle

Compliance Panel Members serve two-year staggered terms, with elections occurring at the WFTDA Annual Meeting of Members.

In the event of a Compliance Panel vacancy, a special election will be held to fill the vacated seat.

Grievance Chair, elected on odd numbered years

Compliance Panel Seat West, elected on even numbered years (2012, 2014, etc.)

Compliance Panel Seat North Central, elected on odd numbered years (2011, 2013, etc.)

Compliance Panel Seat South Central, elected on even numbered years (2012, 2014, etc.)

Compliance Panel Seat East, elected on odd numbered years (2011, 2013, etc.)

### Grievance Administration Membership:

Participation in the Grievance Administration as a Grievance Pivot or Secretary requires the ability to maintain a nonbiased approach to researching disputes, the ability to communicate in writing clearly and concisely, and mandates that confidentiality be upheld at every level.

Grievance Administration member applications must include two WFTDA member recommendations. One recommendation must be from applicant's home league and one from another WFTDA member organization. Applications will be reviewed by the Grievance Committee Chair, the Compliance Panel and the BoD. Prospective Pivots will be informed within 4 weeks of submitting their application.

Upon acceptance into the Grievance Administration, members will sign a Confidentiality Agreement.

Failure to abide by the agreement will result in expulsion from the committee and possible further disciplinary action to be determined by severity of offense as determined by the Board of Directors.

### Grievance Administration Applications Process Timeline

Timeline	Action	Responsible
Day 0 to Day 2	Completed Application Materials Received	Chair
	Application Materials Posted to File Storage	Chair
	BoD and Compliance Panel Notified of Pending Application	Chair
Prior to Day 14	Application Review	BoD, CB & Chair
Within 2 Days of Decision	Notice of Acceptance or Denial of Application	Chair
	Send Membership Materials and Confidentiality Agreement	Chair
	New Member Returns Signed Confidentiality Agreement	Member
Within 2 Days of Signed Agreement	Add to Grievance Private Board and File Storage	Chair



## Committee Transparency and Oversight

The Grievance Committee is a committee within the WFTDA Regulatory Department, which is a department in the Administrative Pillar, which reports to the Chief Administrative Officer and WFTDA BoD.

Grievances files will be maintained either: in TWO places, one of which will be the WFTDA storage solution, or: by TWO people, (at least) one member of BoD will have access to this folder.

The WFTDA Board of Directors receives the following updates from the grievance committee:

- Spreadsheet access
- Regular summary reports of grievances open/close status
- Cc on letter of closure
- Appeals

The Grievance committee maintains two spreadsheets reviewing grievance activity:

1. Internal, Confidential
  - Full documentation listing for each grievance submitted to the committee.
  - Viewed by Grievance committee and WFTDA BoD only.
2. WFTDA Review, buffered
  - WFTDA Members spreadsheet – A listing of all grievances by code, grievance pivot, status, dates of activity.

## Bylaws

### Article I: Definitions

5. "WFTDA Regulations" shall mean the Articles of Incorporation, these Bylaws, the WFTDA Rights and Responsibilities as adopted by the Board of Directors, the WFTDA Confidentiality and Non compete Agreement as adopted by the Board of Directors (as defined below), the WFTDA Code of Conduct as adopted by the Grievance Committee, and the WFTDA Policies and Procedures Manual as adopted by the Member Organizations.

### Article IV: Membership, Section 6 Termination of Membership

The Board of Directors may, upon recommendation by the Grievance Committee, terminate the status of a Member Organization as a member of the WFTDA upon any of the following events:

- (a.) The Member Organization fails to meet any of the requirements contained in the Bylaws or any of the WFTDA Regulations.
- (b.) The Member Organization acts contrary to the fundamental objectives, integrity, or the best interests of the WFTDA or the sport of women's flat track roller derby.
- (c.) The Member Organization fails or refuses to comply with any lawful requirements of the President or Board of Directors of the WFTDA.
- (d.) A Member Organization that has previously had its membership terminated shall only be eligible for membership upon approval of two-thirds (2/3) of the Board of Directors.

#### **Article IV: Membership, Section 10 Inactive Status**

Any Member Organization unable to meet membership requirements as set forth in this Article IV, Section 9 may be placed on inactive membership status.

- (a.) If any of the following events occur with respect to a Member Organization, the Human Resources Committee and the Grievance Committee shall consider whether such Member Organization should be placed on inactive status:
- (i.) Failure to pay any membership renewal fee within forty-five (45) days of the date such fee became due;
  - (ii.) Failure to meet the requirements for membership eligibility set forth in Section 1 of this Article IV;
  - (iii.) With respect to Class A Member Organizations (as described in Section 9 of this Article IV), failure to play a minimum of four (4) flat track derby Games over any period of one (1) full year; and
  - (iv.) With respect to Class B Member Organizations (as described in Section 9 of this Article IV), failure to play at least three (3) flat track derby Games by the end of their second full year as a Member Organization; and
  - (v.) With respect to Class A Member Organizations (as described in Section 9 of this Article IV), failure to maintain at least a 75% vote participation average for all votes conducted by the WFTDA.

If the Human Resources Committee and the Grievance Committee are unable to agree whether or not the Member Organization should be placed on inactive status, the matter shall be submitted to the vote of the Board of Directors.

- (b.) Once a Member Organization's status has become inactive, the Member Organization will have six (6) months to comply with directives established by the Grievance Committee to regain active membership. If a Member Organization's status remains inactive after that period of six (6) months, the Member Organization's membership will be terminated. If a Member Organization is restored to active status, the Human Resources Committee and the Grievance Committee may place such Member Organization in Class B for a probationary period, regardless to the class of membership of the Member Organization at the time its status became inactive. In the event the Grievance Committee and the Human Resources Committee are unable to reach an agreement regarding this probationary period, the Board of Directors shall make the final decision.
- (c.) While a Member Organization's status is inactive, all rights and/or benefits of membership are suspended. These rights include but are not limited to voting rights, receipt of sponsorship benefits, and media and marketing inclusion. The Human Resources Committee and the Grievance Committee may change the class of membership of an inactive Member Organization. In the event the Grievance Committee and the Human

Resources Committee are unable to reach an agreement regarding such a change in class of membership, the Board of Directors shall make the final decision.

- (d.) Notwithstanding anything to the contrary in subsection (c) of this Section 10, the Grievance Committee and the Human Resources Committee shall have the right to make the final decision concerning rights and benefits lost and/or reserved of inactive Member Organizations depending on the circumstances of each Member Organization on a case-by-case basis. In the event the Grievance Committee and the Human Resources Committee are unable to reach an agreement, the Board of Directors shall make the final decision.

#### **Article VIII, Section 10 Standing Committees**

- (e.) The Grievance Committee shall be a standing committee of the WFTDA and shall be responsible for (i) creating, implementing, and updating the WFTDA Grievance/Dispute Resolution Procedure, which shall provide for the prompt and equitable resolution of grievances, (ii) handling all grievances and disputes initiated by a participant, coach, manager, or official of the WFTDA, pursuant to the procedures set forth in the WFTDA Grievance/Dispute Resolution Procedure, and (iii) developing, administering, and overseeing compliance with the Code of Conduct.

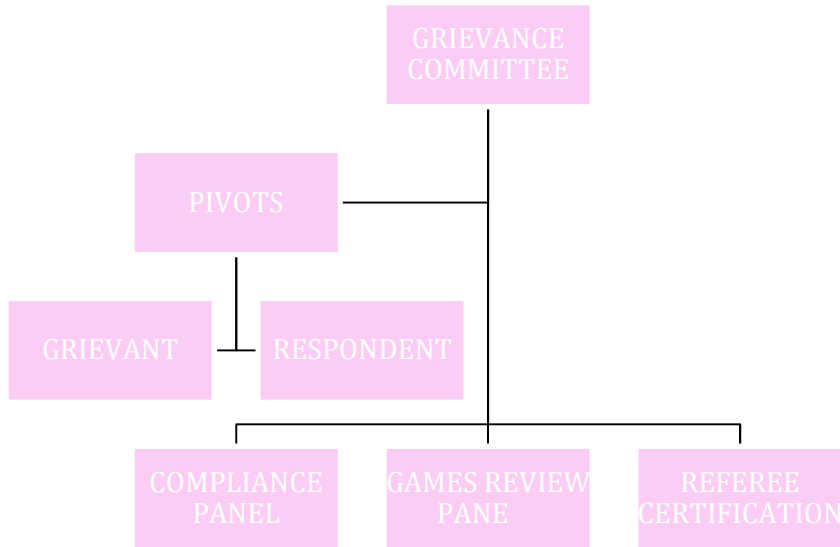
#### **Article XIII Code of Conduct**

The Grievance Committee shall adopt a Code of Conduct for members of the Board, committees, Member Organizations, participants in the WFTDA, officials, and all other entities and people who are associated with the WFTDA (the "Code of Conduct"). The Code of Conduct shall establish minimum standards of conduct for members of the Board, committees, Member Organizations, participants in the WFTDA, officials, and all other entities and people who are associated with the WFTDA. Violations of the Code of Conduct shall be handled in the manner specified therein. Amendments to the Code of Conduct shall require a recommendation of the Grievance Committee and the approval of two-thirds (2/3) of the members of the Board of Directors.

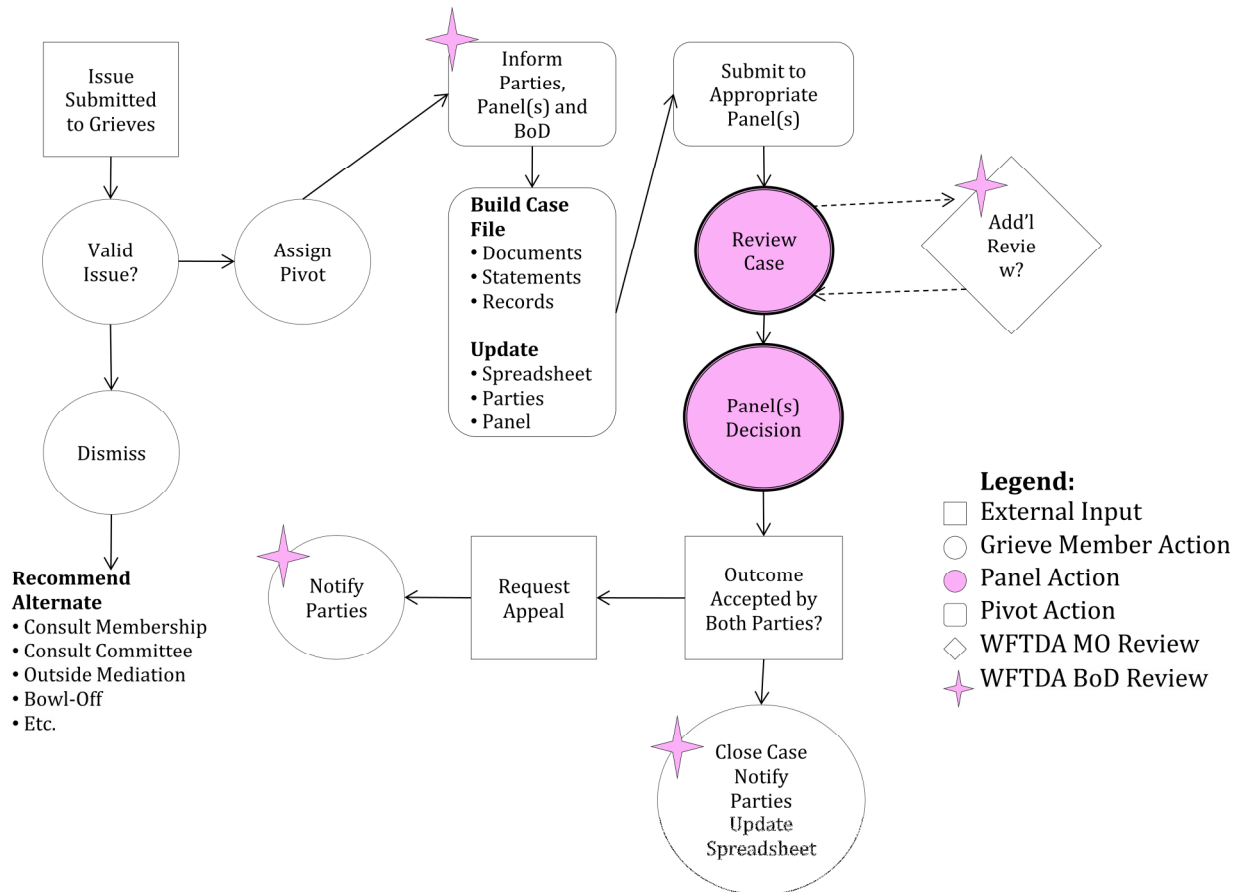
#### **Article XIV Grievances and Disputes**

The Grievance Committee shall consider any grievances and disputes brought by a Member Organization, participant, coach, manager, or official of the WFTDA, for conduct in violation of any provision of the Bylaws or the WFTDA Regulations. The Grievance Committee shall be the sole tribunal to determine such grievances and disputes.

## WFTDA Grievance Work Flow



## WFTDA Grievance Process Flow



## WFTDA Grievance Appeals Process

