

Complaint and Appeal Process

Complaint Process:

I. Purpose

This process ensures all members, participants, and affiliates have a fair and transparent means to raise concerns, file complaints, and appeal decisions within the Youth Cheerleading Alliance of Maine (YCAM) organization as it relates to adjustment of teams for competition, behavior and conduct violations, including organization actions, such as termination of membership .

II. Scope

This process applies to all individuals involved with the organization, including coaches, schools, gyms, recreation programs, and coach/parent volunteers. It covers matters such as:

- Conduct or behavior violations
- Disputes over decisions or rulings outside of official decisions, scoring and results at competitions
- Organizational actions or disciplinary measures

III. Filing a Complaint

A complaint must be submitted in writing within 15 days of the incident or decision being contested. YCAM Items requiring a board vote are not issues for formal complaints as they require majority vote to pass. Complaints should be sent to the Board Secretary.

a. Content Requirements: The written complaint must include:

- Name and contact information of the complainant
- Detailed description of the issue, including dates and involved parties
- Supporting documentation or evidence, if applicable
- Desired resolution or outcome

b. Acknowledgment:

The organization will acknowledge receipt of the complaint within 5 business days and may request additional information as needed.

IV. Review and Investigation

a. Preliminary Review:

The Secretary will determine if the complaint falls within the organization's jurisdiction and merits review.

b. Investigation:

An impartial review will be conducted, which may include gathering statements, reviewing documentation, and consulting relevant parties.

c. Confidentiality:

All complaints will be handled confidentially to the extent possible, while ensuring a fair and thorough process.

V. Resolution

Within 30 days of receiving the complaint, the Board Secretary will issue a written determination outlining findings and any corrective actions or sanctions. The review will take into account the tight timeline in place during the competition season.

a. Notification:

The complainant and any affected parties will be notified in writing of the outcome.

Appeal Process:

I. Appeal Process

a. Grounds for Appeal:

An appeal may be filed if:

- New, relevant information has become available
- The process was not followed correctly
- The decision was arbitrary or disproportionate

b. Submission:

Appeals must be submitted in writing to the Board within 10 days of the decision notification.

c. Review:

The Board will review all relevant materials and may request additional statements or hold a hearing if deemed necessary.

d. Decision:

A written decision will be issued within 20 days of the appeal submission. The appeal decision is final and binding.

II. Recordkeeping

All complaints, reviews, and appeal records will be maintained securely and confidentially for a minimum of three years.

III. Non-Retaliation

No individual shall face retaliation or adverse consequences for filing a complaint or appeal in good faith.