**PRA Grievance Procedures**

This procedure ensures problems or issues that may arise will be dealt with in a fair, timely, and consistent manner. If a member has an issue regarding:

Behavioral Issues

Bullying

MAAPP violations

Code of Conduct Concerns

Financial Concerns

Membership/Registration Issues

It should be raised in line with this procedure.

Members should discuss the problem with the Coach or Board Member on an informal basis first. The Coach or Board Member will discuss concerns with the appropriate people in an attempt to resolve the matter.

When the informal procedure is used, it is advised to make notes of the discussion.

If the grievance is not resolved or cannot be resolved informally, then the issue should be dealt with the formal grievance procedure.

A written statement shall be submitted to the Head Coach and President on PRA Inc.

The statement should include the informal process

A meeting shall be set up to further address the issue

A resolution shall be given at the conclusion of the meeting or within a timely manner.

All grievances will be handled with a high degree of confidentiality.

All WET issues should be addressed to the Head Coach.

All DRY issues should be addressed to the President.