



East Longmeadow Recreation Department Grievance Policy:

Rules for formal complaints by parents

East Longmeadow Recreation encourages direct communication among coaches, players, and parents. Players and parents are encouraged to address their concerns directly to their coach. However, there is a process that should be followed for resolving issues. Parents must be informed of their right to make complaints about anything regarding the treatment of their child, but they must also be informed of their responsibility to make their complaints in a formal and orderly way.

- Parents may not approach coaches to voice their complaints or displeasure with coaching actions or decisions either during or immediately following any game or practice. Parents should refrain from reaching out to coaches regarding a specific game or practice until the next business day. This allows everyone an opportunity to cool down and collect their thoughts respectfully. The parents should arrange a meeting to speak directly with the team's coach- this should be done when the coach is not coaching and where there are no other players or parents around. In order to come to an agreeable solution to the issue at hand- both parents and coaches are expected to use courteous words and behavior, remain calm and refrain from name calling and accusations at all times.
- If the issue is not resolved with the immediate coach, the parent may contact the Recreation Department to arrange a meeting. The parent should document in writing the steps taken so far and recommend a solution. This may also be done by email to:
recreation@eastlongmeadowma.gov

A grievance should include the following:

Name of Team/Age group

Name of Coach

Name of Player

Complete description of the issue. Include as much detail as needed, including date/time/location if relevant.

Name of person filing complaint and date of the complaint.

The Recreation Department will arrange a meeting with the parent, the coach, and if appropriate, the player to discuss the issues set forth in the written grievance. At that meeting, all relevant questions and concerns will be addressed by the Recreation Department in an effort to resolve the issue for the benefit of all involved. The Recreation Department will address the matter within 72 hours after the meeting by written/verbal communication to the parent and coach.