



Grievance Policy

The West Branch Parks and Recreation (P&R) Department strives to take the time to answer and address any questions/concerns/complaints parents or participants might have. However, we expect the proper ladder of communication to be followed.

Ladder of Communication

1. The parent or participant will address their concern with the coach (if a youth activity) or with a member of the team (if an adult activity). A separate meeting time outside the activity needs to be scheduled.
2. If the issue does not feel to be resolved after the meeting, the concern will be brought to the attention of the P&R Director and a time to be discussed will be scheduled. It is the Director's discretion on whether a second meeting between those involved is needed to help resolve the issue.
3. If still not satisfied with the resolution, a written complaint must be filed to the P&R Commission chairperson who is then responsible for informing the other commission members of the issue. The issue will be addressed at the next scheduled P&R Commission meeting. The individual filing the grievance will be informed of the meeting date/time and is welcome to attend as well be provided the opportunity to make a brief statement and provide additional facts. The statement is not to exceed five minutes and after which time the Commission will discuss the issue and determine the best possible solution.
 - The written grievance must include the following:
 - i. Name of person submitting the grievance
 - ii. Name of person on whose behalf the grievance is submitted (could be yourself)
 - iii. Grievant contact information including address, phone number, email address
 - iv. Notification date
 - v. Date(s) and location(s) associated with the grievance
 - vi. Grievance description including the name of the person(s) related to/causing the grievance
 - vii. Description of the actions taken thus far to attempt to resolve the grievance
4. If not satisfied with the Commission's decision, a written grievance may be taken to the City Administrator who will then decide whether he/she needs to meet with the individual or if the issue needs to be addressed by the City Council at the next scheduled meeting.