

*GYAA Issue Management Policy  
All GYAA Sports  
As of November 1, 2005*

Background: All of the sports conducted by GYAA are intended for the enjoyment and growth of young persons and their families. All of the GYAA programs are organized and run 100% by VOLUNTEERS and GYAA is an independent non-profit organization. All of our programs are open to girls and boys from all areas, not just Germantown. Plainly stated, GYAA is not a part of the City of Germantown, but rather a partner with the city for the following sports; cheerleading, softball (recreational and competitive), baseball (recreational and competitive), and football.

Purpose: The purpose of this Issue Management Policy is to provide an outline of the process for players, coaches, or parents to discuss issues, seek clarification on issues, “appeal” issues, etc.

Anytime you have an organization whose sole purpose is providing opportunities for young persons to compete at different levels in different sports, it is inevitable that issues will arise concerning other teams, coaches, other parents, officiating, etc. The following is an outline of the “stages/steps” someone should follow if an issue does arise:

1. Head Coach – The volunteer head coach on your team is empowered to handle the majority of issues that might arise and should be the first person that you seek to clarify, discuss, or complain about an issue.
  - a. If the Head Coach of your team is unable to satisfy your concern regarding an issue, then you should seek the Director for your group of teams.
2. Director – Each sport is divided into different groups by age and/or level. There is a director for each of these groups (i.e. Peewee Football Director or Recreational Softball Director, etc). Simply call your director to discuss the issue or ask for a meeting. There are almost no issues that will arise that your Head Coach and/or Director cannot resolve.
  - a. If the Head Coach and/or Director are unable to satisfy your concern regarding an issue, then you should seek the Board of Directors for your sport.
3. Board of Directors – Each sport has its own Board of Directors comprised of volunteers from that sport (usually coaches, long-time parents, etc.). You can ask your director for the opportunity to address this Board in writing or in person to hear your issue.
  - a. In the unlikely event that your Coach and/or Director and/or Board of Directors are
  - b. unable to satisfy your concerns, then the final place to turn is the GYAA

Executive Board  
c. of Directors.

4. GYAA Executive Board of Directors – The Executive Board is comprised of members for all GYAA sports and has the final say on any issues for any sport. Your Director or Board of Directors can advise you on addressing your issue to the Executive Board in writing or in person.
  - a. The Executive Board of Directors is the final step for the “appealing” of any issues. The
  - b. Executive Board’s decisions are final.

*Do’s and Don’ts Regarding Issues*

Do’s

Do not hesitate to discuss issues with your coach. Most issues start out small and with good communication, can be dealt with quickly to everyone’s satisfaction.

Do contact your Director if your coach has been unable or unwilling to help you with a legitimate issues.

Don’ts

Don’t discuss issues with other parents, teams, etc. This can only lead to negative things. Discuss your issues as detailed above.

Don’t discuss playing time issues with anyone other than your coach. Playing time is at the coaches discretion and your Director and the Boards will not get involved in playing time issues unless it is a recreational sport where the minimum guidelines are not being followed.

Don’t skip levels of contact regarding issues (i.e. don’t talk to the Director without talking with the Coach first).

Don’t contact the GYAA office to discuss issues. The GYAA administrative staff is not a solution for issue resolution. They can provide the appropriate Director’s name and number, but nothing else.

Don’t contact the City of Germantown regarding GYAA issues. The City is our partner, but has no prevailing authority over GYAA. The city will simply return you to the GYAA Executive Board of Directors. The Executive Board has the final say on all GYAA matters; period.