

Complaint Procedures:

Hemet Youth desires every child and adult participating in HY activities to enjoy a positive and fun learning experience. The Board of Directors, Division Directors and Head Coaches are all volunteers with no compensation for their service. The growth of our programs and services are dependent on the positive maturity of our volunteers and players. HY developed code of conduct rules for parents, players and coaches designed for the protection and safety of our athletes. With this purpose in mind the HY established a procedure for filing a complaint or grievance that can not be resolved by the Head Coach or Board of Directors. This is not a game protest procedure, as that process is outlined in HY rules.

Process

If a situation should arise that warrants a complaint please discuss the situation first with your player's Head Coach. If the situation isn't resolved to your satisfaction contact Division Director . If further involvement is necessary a written complaint must include the following information.

1. Your Name / Players Name & Birth Date
2. Address: 3. Phone Number:
4. E-Mail Address: 5. Division: Example / 10U
6. League: Example / Baseball
7. Team: Example / Rangers
8. Head Coach: 9. Nature and Detail of Complaint, including responses from Head Coach & Division Director

If the complaint involves another team, coach or a specific umpire crew please include the dates and times games were played along with what fields and teams were involved. The written complaint should be submitted to email to all HY board members. HY board member emails are listed on hemetyouth.com. The investigation is led by the President of HY. The HY board shall participate and review the investigative findings and rule in accordance with HY rules and Mission Statement and Code of Conduct guidelines. The board's decision and any disciplinary action are final. The final conclusion and results of the investigation shall be forwarded to all parties involved.