

## **Policy A-003 Ohio Senior Olympics Protest & Grievance Policy**

### **Event Protest**

Any athlete who desires to make a protest with regard to any event of a sport competition run by Ohio Senior Olympics shall make such protest to the Event Director of the competition in question or their designee. All protests must be written and submitted to the Event Director or their designee within 30 minutes of the conclusion of the game, match, heat, or event under protest. Protest forms will be available at each venue. The Event Director or their designee will evaluate the protest and render a decision. All decisions by the Event Director are final and not subject to further appeal.

### **Grievance**

Athletes wishing to file a grievance about OSO operations or interpretations of OSO rules or policies may file said grievance by submitting an email through the OSO website at [ohiosrolympics@gmail.com](mailto:ohiosrolympics@gmail.com). The grievance must include the following information:

- Email subject line shall state “grievance.”
- Name, address, phone, and email for the participating athlete submitting the grievance.
- A clear summary outlining the grievance and the policy or rule of which the participating athlete is alleging violation.
- A clear description of the impact the alleged violation has on the participating athlete.
- A statement outlining the participating athlete’s desired outcome of the grievance (e.g. change in policy).

A grievance missing any of the required information may be rejected. All grievances must be submitted within 30 days of the alleged problem or violation or awareness by the participating athlete. The OSO Board President shall appoint an Investigating Board Member (IBM) to handle all grievances. The President will make every effort to identify a board member with experience in conflict resolution to fulfill the role. The IBM may serve in that role as long as they are willing or until the President chooses to appoint a new board member to serve as IBM.

The IBM shall perform due diligence in reviewing, investigating, and responding to all grievances including, but not limited to, the following:

- Review the grievance to ensure all required information was provided.
- Confirm, via email, that the grievance has been received and is under review. Include a timeframe for expected determination which shall be within 30 days unless more time is

required such as when a policy change is suggested that requires review and vote of the full board.

- Investigate and attempt to verify the allegations outlined in the letter. In the absence of an allegation of policy, procedure or rule violation, the IBM shall determine the problem, the scope and root cause, and potential solutions as determined appropriate to the situation.
- Determine the feasibility of the desired outcome of the participating athlete's grievance, the impact on athletes, and the impact on the OSO organization.

The IBM's primary role is to support the OSO organization, its policies, and the athletes it serves. If the IBM's determination is clearly supported by OSO policies or established rules, the IBM shall send a written response to the grievant clearly outlining the final determination and supporting regulations. The response shall include that the determination is final and there is no further appeal.

If the grievant is suggesting a change in rule or policy and the IBM determines it to be a necessary and value-added change, the IBM shall present a proposal at the subsequent board meeting and, as appropriate, the full board shall vote on the IBM's recommendation. The IBM shall communicate the outcome to the grievant via email.

The IBM shall document their process and correspondence related to all grievances and shall update the board on grievances at board meetings, as appropriate.

Board members shall not discuss grievances with participating athletes. When approached by a participating athlete, the OSO Board shall support this policy and procedure by redirecting participating athletes to follow the established process (i.e. during an event submit a written protest on established form within established timeframe and for non-event issues, email their grievance via the OSO website for review and response by the IBM. Any board member retrieving emails that include a grievance shall forward the grievance to the IBM.

Should the grievance be against a specific board member, the IBM shall notify the Board President and include them in correspondence with the grievant. If the grievance is against the Board President, the IBM shall notify the Board Vice President and include them in correspondence with the grievant.

This policy shall be available on the OSO website at [www.ohio.nsga.com](http://www.ohio.nsga.com).

Effective October 11, 2019