



## **Spectator Concerns, Issues and Complaints**

There are several thousand parents with children playing in our league each season. The Great Plains Football Board of Directors takes all issues, concerns, complaints and grievances seriously. However, the league is not able to hear, read or respond to issues, concerns, complaints or grievances that have not followed the proper steps as outlined below. Any spectator that fails to abide by this protocol may be subject to immediate disqualification of themselves and their player/child, if applicable, from the league. Any communication from a spectator made directly to the league that does not follow this protocol will not be read, acted upon, or responded too.

As a parent, spectator or relative with a child participating in the league, if you have an issue, concern, complaint or grievance, the following protocol must be followed:

**Step #1:** Contact your teams Head Coach. If your teams Head Coach cannot resolve your issue, concern, complaint or grievance, then please move to Step #2.

**Step #2:** Contact your teams local Program Leader about your issue, concern, complaint or grievance. If the Program Leader cannot resolve your concern or issue, then they and only they, can proceed to Step #3.

**Step #3:** Via email, your local Program Leader may contact the Great Plains Board of Directors with details and information regarding the issue, concern, complaint or grievance. The league will only accept concerns and/or complaints that are sent, in writing, from the Program Leader, who is the designated point of contact between your program and Great Plains Youth Football.

Furthermore, the league will not hear or respond to complaints regarding officials, official's calls or non-calls.

The league will act, based on the severity and accuracy of the issue, concern, complaint or grievance, while applying all Rules and Guidelines from the Great Plains Youth Football League Rule Book. The league may or may not respond about resolutions or actions taken, dependent on the specific situation.