

Next Day Complaint Policy

Purpose

The purpose of this policy is to establish a clear and efficient procedure for addressing and resolving complaints or concerns related to our sports programs. We are committed to providing a safe, positive, and enjoyable experience for all participants.

Scope

This policy applies to all participants, parents, guardians, volunteer coaches, spectators, and staff involved in City of Greeley Recreation sports programs.

Complaint Procedure

- 1) **Timing:** Complaints will only be accepted 24 hours after the incident or issue that gave rise to the complaint and within 3 business days of the event occurring. Complaints received on the day of the incident or after this timeframe will be rejected and require resubmission.
- 2) **Submission:** Complaints should be submitted in writing to the program coordinator or supervisor provided email address, or sports@greeleygov.com. The complaint should include the following information:
 - a. Name and contact information of the complainant.
 - b. Date, time, and location of the incident.
 - c. Detailed description of the complaint or concern.
 - d. Any relevant supporting documentation or evidence (if available).
 - e. Police report number (if applicable)
 - f. Availability to discuss the matter over the phone.
- 3) **Receipt Confirmation:** Upon receiving a complaint, the program coordinator or supervisor will acknowledge receipt of the complaint via email within two business days.
- 4) **Investigation:** City of Greeley Recreation will conduct a fair and impartial investigation into the complaint, which may include gathering additional information and interviewing relevant parties.
- 5) **Resolution:** City of Greeley Recreation will strive to resolve the complaint in a timely manner. The complainant will be notified of the outcome within 5-7 business days of the initial acknowledgment of the complaint. If additional time is needed for the investigation, the complainant will be provided with an estimated timeline for resolution.

Confidentiality

All complaints and the details of the investigation will be treated with the utmost confidentiality, to the extent permitted by law. Only individuals directly involved in the resolution process will have access to the information.

Sports Policies and Procedures



No Retaliation

City of Greeley Recreation is committed to ensuring that complainants do not face any form of retaliation for making a complaint in good faith.

Record Keeping

A record of all complaints and their resolutions will be maintained by City of Greeley Recreation for up to 2 years.

Review and Amendment

This policy will be reviewed periodically and may be amended to better serve the goals of our sports programs.

By participating in our sports programs, all individuals acknowledge their understanding of an agreement with this Next Day Complaint Policy.

Sports Policies and Procedures

