



# Coach Training for Leaders

IMAGINE THE POSSIBILITIES

## Grievance Policy

Coach Training for Leaders seeks to ensure equitable treatment of every person and to attempt to solve any grievances in a timely and fair manner. Participants have the right to file a grievance regarding presentation or content, facility concerns, or instructor/faculty behavior. All grievances will be addressed to the best of our ability to prevent further problems. A process for filing grievances can be found below:

- A participant should first attempt to resolve the issue directly with the educator/trainer, staff, or participant with whom they have an issue. If participants are not comfortable approaching the individual, they can proceed to step 2.
- If participants are not comfortable approaching the individual with whom they have a grievance, or are unable to resolve the issue directly, participants should submit a written grievance to the Program Manager ([larryjousley@gmail.com](mailto:larryjousley@gmail.com)) within 5 days. The Program Manager will review the issue and talk to the student within 5 days of receiving the complaint. The Program Manager will work with all parties involved to resolve the issue.
- If a participant does not feel the issue is resolved, a written request for an appeal should be sent to Dr. Phil Maynard, Executive Director ([coachdrphil@gmail.com](mailto:coachdrphil@gmail.com)) for review (if the issue is with Dr. Maynard, appeal can be made to Dr. Jim Robey, Director of Education, by emailing [coachjimrobey@gmail.com](mailto:coachjimrobey@gmail.com)). This appeal should include the original complaint and reason(s) the participant is unsatisfied with the resolution attempt(s). Appeals are reviewed and a written response will be provided to the participant within 10 days. All appeal decisions are final.