

VILLAGE OF KEY BISCAYNE

**PROGRAM COMPLAINT FORM**

The Village of Key Biscayne strives to provide the highest quality youth sports program for its citizens. The NAYS Coaches Code of Ethics, the Parent & Player Code of Conduct, and the Program Manager Scope of Work establish minimum behavior and performance standards for Coaches, Parents, Players, and Program Managers respectively. Each of these documents can be found on the Youth Athletics Tab on [www.activeislander.org](http://www.activeislander.org). The Village has authorized the creation of a three member Disciplinary Committee to hear and make rulings on complaints that were not able to be satisfactory resolved at lower levels. For non personnel related complaints, please contact the Village Athletic Coordinator, Flip DeVarona at [fdevarona@keybiscayne.fl.gov](mailto:fdevarona@keybiscayne.fl.gov) or at (305) 365-8900 x1212.

Please use the following process when filing a complaint:

1. Discuss the issue with your coach first;
2. If you are not satisfied, then discuss the issue with your Sport Program Manager;
3. If you are still not satisfied, please complete the following Complaint Form to Glen Waldman, Disciplinary Committee Chairman at [Gwaldman@hellerwaldman.com](mailto:Gwaldman@hellerwaldman.com). A Disciplinary Committee member will contact you shortly confirming receipt and may request other information and/or attendance at a hearing.

Sport/Year : SPORT: \_\_\_\_\_ YEAR \_\_\_\_\_

Your Name: \_\_\_\_\_ Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

Complaint for: ( ) Coach ( ) Player ( ) Parent ( ) Program Manager

COMPLAINANT NAME: \_\_\_\_\_

1. Please describe how the Complainant violated the NAYS Coaches Code of Ethics, the Parent & Player Code of Conduct, or the Program Manager Scope of Work. Please indicate any other supporting evidence (video, etc)

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2. Were there witnesses to the incident: Yes ( ) No ( ); If yes, please have them attach a separate statement

Witness Name: \_\_\_\_\_ Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

3. Did you contact your child's coach or the Sport Program Manager to report this incident prior to filing this report?

Yes ( ) No ( )

4. If yes, who did you contact and how was your complaint handled?

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**OFFICE/COMMITTEE USE ONLY**

DATE COMPLAINT FORM RECEIVED BY VILLAGE: \_\_\_\_\_

DATE COMPLAINT FORM RECEIVED BY DISCIPLINE COMMITTEE CHAIR: \_\_\_\_\_

DISCIPLINE COMMITTEE HEARING DATE: \_\_\_\_\_

**FINAL DISPOSTION:**

( ) Fine Amount: \$ \_\_\_\_\_

( ) Coach/Player/Parent Suspension: No of Games: \_\_\_\_\_

( ) Coach/Player/Parent Season Expulsion: Effective Date: \_\_\_\_\_

( ) Warning

( ) Other: \_\_\_\_\_

**COMMITTEE CHAIR APPROVAL:**

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*Chairperson Signature* *Date*

**DIRECTOR OF PARKS AND RECREATION RULING ACKNOWLEDGEMENT:**

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*Directors Signature* *Date*

*All Program Complaint Forms must be filed by the Village & By the Committee Chair for at least (5) years*