



Informal Concern Tracking and Responding Process

Policy Owner: Compliance and Membership Services Manager, USABS

Effective Date: December 1, 2022

Objective

An informal concern typically refers to a complaint or issue raised by an individual within the USABS community, such as an athlete, coach, or staff member, that does not meet the specific criteria for a formal grievance. These concerns are often less severe or urgent in nature and may involve interpersonal conflicts, minor policy violations, or general dissatisfaction with certain aspects of the organization.

Informal concerns can cover a wide range of issues, including but not limited to:

- **Communication problems:** Issues related to miscommunication, lack of information sharing, or difficulties in receiving timely responses from relevant parties.
- **Personal conflicts:** Disputes or disagreements between individuals within the community, such as conflicts between teammates or tensions between athletes and coaches.
- **Team dynamics:** Issues regarding team cohesion, leadership styles, or challenges in fostering a positive and inclusive team environment.
- **Support and resources:** Dissatisfaction with the level of support, guidance, or resources provided by the organization in areas such as sports medicine, mental health, or career development.

It's important to note that while these concerns are less formal, they still require attention and appropriate response from the organization. By addressing informal concerns promptly and effectively, USABS can demonstrate its commitment to resolving issues, maintaining a positive community environment, and fostering open communication among its members.

As a reminder, formal concerns should be handled according to the appropriate USABS or USOPC policy:

- Serious concerns should be handled through the formal Grievance Procedures found on <https://www.usabs.com/policies-bylaws>, USADA, the U.S. Center for SafeSport and/or local law authorities.
- All cases of suspected emotional, physical, or sexual abuse of a minor must be reported to law enforcement immediately. Filing a report with the U.S. Center for SafeSport or the USOPC does not satisfy this obligation.

Informal Concern Tracking and Responding Process

1. The Compliance and Membership Services Manager has been identified as the point of contact within USABS to receive all informal concerns.
2. Concerns can be submitted through <https://forms.gle/ATTej7nFbeYQ8rDd9>.
 - a. Concerns should include the following
 - i. Affiliation with NGB – athlete, coach, staff, volunteer, other
 - ii. Name and contact information (e-mail address and phone number)
 - iii. Approximate date and time the incident occurred
 - iv. Description of incident, including the names and roles of any individuals involved

- b. Concerns may also be submitted anonymously but should include the following
 - i. Approximate date and time the incident occurred
 - ii. Description of incident, including the names and roles of any individuals involved
3. The Compliance and Membership Services Manager will review the informal concern to determine its nature and whether it falls within the scope of the formal grievance process. If so, the Compliance and Membership Services Manager will direct the reporter to the appropriate policy.
4. The Compliance and Membership Services Manager will document all informal concerns and formal grievances into a tracking document and include the date and time when the concern or grievance was received.
5. The Compliance and Membership Services Manager may follow up with the reporter to obtain additional information.
6. The Compliance and Membership Services Manager will evaluate the information collected to consider if any relevant policies, codes of conduct, or regulations may have been violated. They will maintain confidentiality throughout the process to protect the privacy and interests of all involved parties.
7. The Compliance and Membership Services Manager will notify the individual who submitted the informal concern, if contact information was provided, that the concern has been received and reviewed.
8. With permission from the reporter, the Compliance and Membership Services Manager will conduct a review of the concern or assign the informal concern to the appropriate person within USABS to follow up with the reporter and resolve the informal concern.
9. Once resolved, the USABS coach or staff member will provide a written summary of how the informal concern was resolved to the Compliance and Membership Services Manager.
10. The Compliance and Membership Services Manager will update the tracking document with the summary and the date that the informal concern was resolved.
11. The Compliance and Membership Services Manager will periodically review the tracking document to identify recurring issues or trends. If recurring issues or trends are identified they will report them to the CEO to review and address.

Reporting to the Board

1. The CEO will report metrics related to informal concerns to the Board of Directors, Chair on a quarterly basis.
2. The metrics will include the following.
 - a. Number of informal concerns reported in the previous quarter.
 - b. Number of resolved and unresolved informal concerns.
 - c. The types of concerns reported.
 - d. If the concerns were substantiated.
 - e. Time required to resolve the informal concerns.
 - f. Any recommendations to change organizational policies or procedures resulting from an informal concern.
3. The Board Chair will present the quarterly reports to the Board at each subsequent board meeting to facilitate Board review and evaluation of trends and progress in handling and resolving informal concerns.
4. The CEO Compensation & Evaluation Committee will explicitly consider the quarterly reports as part of its formal, written annual review and evaluation of the CEO's performance.