

Where to Send Comments and Criticisms

A. Background Information

In order for the Arizona Region to constantly improve, it is necessary for all of the members to know how they can have their ideas, issues and concerns addressed to their satisfaction. The process is very simple but it is necessary to "spell it out" so there is no misunderstanding, as to whom to approach. Unfortunately, in the past, many good ideas and/or serious concerns were delivered to the wrong party and as a result, they never reached the person who could have used the information to make a positive change in the region.

Consequently, it is the responsibility of all Arizona Region members to take the information in this section and use it to help improve the Region. In particular, Club Directors, Team Reps, Coaches and Chaperones should be familiar with this section in order to help the Region serve every member with equal time, unbiased attention and fair results.

It cannot be stressed enough that every concern should go to a member of either the Executive Board or the Junior Board depending on whether the issue is concerned with adults or juniors, respectively. In addition, EVERY idea, issue, concern, criticism, or complaint should be IN WRITING and delivered to one of the Board members if the intention is to have it acted upon.

Under NO circumstances should a member of the Arizona Region present something to the Commissioner or any other Board member with the idea that they will take immediate action and without the other members of the Board having a voice and/or vote in the matter. This is particularly important for the issues concerning the Junior Division. In the past, it was not unusual for parents, coaches or Club Directors to approach the Commissioner and expect the Commissioner to unilaterally take action. Under the current constitution and by-laws the Commissioner cannot and will not do so.

1. Adult Issues

Any issue that concerns adult members of the Arizona Region should be presented IN WRITING, to a member of the Executive Board of Directors. The member will then put the issue on the next agenda unless it requires immediate attention.

Once the issue is presented to the Executive Board it will be handled according to the type of issue. If it involves some type of incident it will require the Board to follow the Incident Review Policy. If the issue is simply a statement, observation or compliment, then the Board will act on it when it is reasonable to do so with a statement of the action being sent to the member who submitted the concern.

2. Junior Issues

The Junior Board of Directors deals with all issues concerning the junior players of the Arizona Region. Club Directors are reminded to handle as many issues as possible prior to bringing or forwarding any issues to the Junior Board. Anything brought to the Junior Board should be IN WRITING so that there is no misunderstanding of the issue.

If the issue concerns a possible incident, changing the Constitution or By-Laws or the expenditure of funds the Junior Board will bring the issue and their resolution to the Executive Board. The Executive Board must then make the final judgment as to the resolution.