

Nederlandse Lacrosse Bond

Standard Operating Procedure for Handling Official Complaints

Executive Summary

This purpose of this SOP is to outline the procedures that the Nederlandse Lacrosse Bond [NLB] Bondsbestuur [Board] will follow upon the receipt of an official complaint related to a member, event, or guest of the NLB. This procedure applies to complaints that occur on or off the field, at official or unofficial international lacrosse events, or non-lacrosse related events provided they are related to members or adjacent persons involved in some way with the NLB or Dutch Lacrosse. The goal of this SOP is to ensure fairness, transparency, and timely resolution for complaints while upholding the values and standards of the NLB and the NOC/NSF guidelines on veiligisport.

Submitting a Complaint

All official complaints must be submitted in writing to the Board via email to secretaris@lacrosse.nl. If the complaint is related to the Secretaris, then it should be sent to voorzitter@lacrosse.nl

A member of the Board will acknowledge receipt of the complaint within 5 business days with a brief description of the following procedures outlined in this document. No timeline on official response will be given before the initial review.

Initial Review

The designated board member will review the complaint for the following criteria:

Validity – is this complaint valid

- The complaint must pertain to actions or behaviors that directly violate the policies, bylaws, regulations, or veiligisport requirements of the NLB.
- The complaint must have specific details, evidence, or examples to support the allegations made.
- The complainant must have direct knowledge or involvement in the incident or issue raised in the complaint.
- The complaint should be submitted in a timely manner – as soon after the incident or issue occurred as possible.

Urgency – How quickly must the board act

- Immediate – the board will convene an urgent special meeting to address
 - If the complaint involves allegations of serious misconduct or poses an immediate threat to safety, well-being, or reputation of individuals or the association, it will be considered urgent.
 - If the complaint involves potential legal or regulatory violations.

- If the complaint could disrupt or impact the operations, activities, or reputation of the association.
- Otherwise – the board will take up the complaint at the next regularly scheduled board meeting, and all future business related to the complaint will be handled at regularly scheduled board meetings.
- All appeals will be handled with the respective urgency of this original determination.

Investigation

The Board will appoint an official team to fully investigate the complaint and will set the expected timeline for the investigation. The Board will communicate this data to the complainant.

This team will be either an existing and designated committee or an investigation team consisting of impartial members of the board and impartial members of appropriate committees should that be necessary.

The investigation team will gather relevant information, interview all relevant and involved parties, and review any supporting documents related to the complaint.

The investigation team will conduct all business as discretely and confidentially as possible to protect the privacy of all parties involved.

Recommendation to the Board

The investigation team will compile the findings of their investigation into a recommendation report and submit it to the NLB President.

The investigation team will remain active and available for the Board until the Board has issued its decision, and throughout an appeal should one be requested.

Resolution

The Board will deliberate on the findings and determine an appropriate course of action, which may include:

- Mediation or conflict resolution between the involved parties
- Implementation of disciplinary actions, if warranted
- Any other actions necessary to prevent similar issues in the future

The decision of the Board will be communicated to the complainant and all relevant parties involved in a timely manner.

Appeals

If the complainant or any party involved disagrees with the decision of the Board, they may submit an appeal in writing within 5 business days of receiving the decision.

The board will reconvene and will consider the appeal. Based on the severity and consequences of the complaint and respective decision, an external appeal party could be assembled.

The decision of this appeal process will be final and binding.

Confidentiality

Confidentiality and privacy is paramount throughout the complaint process to safeguard the privacy and reputations of all parties involved and to maintain the integrity of the investigation. Only individuals with direct involvement in the investigation and resolution process are to be made aware of the complaint or any investigation. All information will be held securely and shared only on a need-to-know basis.

The Board will maintain a secure storage area for all records and documents related to the complaint. This storage area will be password protected, and sub-areas with different access levels will be created if necessary to provide only the relevant data to specific people or groups.

The need for confidentiality will be communicated in advance, as well as all documents and reports marked “Confidential” to ensure all are reminded of their obligation to prevent inadvertent disclosure.

Review and Implementation

This SOP must be reviewed annually by the Board to ensure its relevance and accuracy as policies and guidelines change over time.

Each update to this policy will be stored separately to maintain the history of this policy. The section on revisions in this document will be updated each year, even if there are no changes.

This policy will be provided to all incoming Board members, reviewed by all staying Board members annually, and will be provided to any committees, teams, or external parties that are involved in a complaint prior to any sensitive information about that complaint being shared.

Revision History

Version 1.0 (Original Version) – [01 April 2024] – Initial draft of the SOP created
L.Worthington

Version [Date]	Author	Description
1.0 (Original Version) [01-04-2024]	L.Worthington	Initial draft of the SOP created and approved by Board
1.1		