



# PROCEDURES & POLICIES

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# COMPLAINT PROCESS

Any person who wishes to pursue a formal complaint against any participant in a PCVG event, any PCVG volunteer, or any PCVG Board member must follow the process outlined below in order for the complaint to be considered by the PCVG Board of Directors. No other complaints will be considered by the Board.

## Requirements for a Complaint

In order for any complaint to be considered by the PCVG Board, it must meet the following requirements: 1. The person making the complaint must have a direct interest in the matter and must have been adversely affected in some way; 2. The person making the complaint must have first-hand knowledge of the matters addressed in the complaint and that first-hand knowledge must be reflected in the complaint; 3. The complaint must involve a significant violation or have had a significant adverse impact on one or more persons; 4. It must meet the standard that, assuming all of the facts as stated in the complaint are true, there is a significant violation of the Board's Code of Conduct, the Bylaws, or another standard governed by the PCVG Board; and 5. The Complaint must be filed within 30 days of the alleged violation. If the complaint fails to meet any of these criteria, it will be dismissed, and the complainant will be informed of the basis for the dismissal.

## Step 1

In order to initiate a complaint under this process, an individual must complete the Complaint Form which can be accessed on the PCVG website. When the Complainant submits the completed form, each member of the Executive Committee will be notified. The Complainant will receive an acknowledgement of receipt. The person or persons who are the subject of the complaint (Complainee) will be entitled to receive a copy of the complaint form and will have the opportunity to provide a full response to the allegations.

## Step 2

Following receipt of the Complaint Form, the Chair or another member of the Executive Committee of the Board (Mediator) will contact the Complainant and initiate a mandatory mediation process. The Complainant must actively participate and fully cooperate in the mediation process. Failure to do so will result in the dismissal of the complaint.

The Mediator will conduct an initial meeting in person or by telephone with the Complainant to gather the facts and alleged violations related to the complaint. The Complainant will have the opportunity to present copies of all relevant documents and identify any witnesses. The Mediator will communicate with any witnesses who the Mediator believes can provide relevant information. Additionally, the Mediator will reach out to the Complainee and allow the Complainee to submit any pertinent documents and to identify witnesses who may have information related to the complaint.

The Mediator will determine when the mediation process ends. The mediation process will end in one of the following ways: 1. The Complainant and the Complainee agree to a

mediated resolution, which may include a voluntary sanction against the Complainee or the Complainant; 2. The parties are unable to reach an agreement through mediation, and the Mediator determines that the complainant may proceed to the next step; or 3. The Mediator determines that the mediation process has concluded and that the complaint does not warrant further action. The Complainant will be notified that they may not proceed with a formal written complaint, and the matter will be considered closed. There shall be no right of appeal based on the outcome of the mediation process.

The mediation process shall be completely confidential, and no party involved may discuss the process with any other person or disclose copies of any documents to any other party. Breach of this confidentiality requirement may result in a sanction, up to and including, a complete ban from holding any position with the PCVG or participating in any activities of the PCVG.

### **Step 3**

For any complaint that is allowed to proceed following the mediation process, the Board will establish a Committee made up of disinterested Executive Board members. Depending on the subject matter of the Complaint, the Board may decide to include an individual who is completely independent of the Board to sit on the Committee.

Once the Committee has been formed, it will conduct a thorough investigation of each of the alleged violations in the Complaint. The Committee will interview the Complainant and give the Complainant the opportunity to provide copies of any document that may be relevant to the claims. The Committee will also interview the Complainee as well as any witnesses identified by either party whom the Committee deems to have relevant information. Upon completion of the investigation, the Committee will prepare a written report that includes its findings and recommendations to the Board. The Board will then vote on the recommendations. The Board may vote electronically or in person.

If the Board votes not to accept one or more of the Committee's recommendations, it retains the authority to adopt an alternative decision.

Within a reasonable time following the Board's final decision, the Complainant and Complainee will be notified in writing of the Board's decision. There will be no appeal from this decision.

# PCVG DATA USAGE & TECHNOLOGY SECURITY POLICY

## Guidelines to Ensure Safe and Responsible Utilization of PCVG Data & Systems

### Introduction

The following policy outlines the expectations and requirements for the secure and responsible use of PCVG's (Pickleball Community Volunteer Group) data and technology systems. This policy aims to protect sensitive data and safeguard organizational assets against unauthorized access and distribution.

### 1. Access Control

- **Role-Based Access:** Access to PCVG systems and data should be granted based on volunteer job responsibilities, following the principle of least privilege.
- **Data & System Administrators:** User accounts must be reviewed regularly and immediately disabled or deleted upon termination of volunteer role.
- **Login IDs and Passwords:** A master list of PCVG system login IDs and passwords will be maintained. This list will also include those who have current access to the data and systems. This master list will be:
  - Accessible only to the PCVG Chair and Secretary.
  - Stored in a secure location.
  - Kept strictly confidential, with no distribution beyond designated roles.
  - Updated as needed to reflect system changes including login ID and password changes and volunteer transitions.

### 2. Data and System Protection

- **Data Storage:** Personal and confidential information should only be stored in approved, secure locations. Unauthorized local storage is prohibited.
- **Data Retention:** Data accessed or processed via PCVG technology must be retained only as long as necessary, according to organizational requirements.
- As outlined in #1, system login and password information will be kept confidential and stored in a secured location.

### 3. Acceptable Use:

- PCVG technology should only be used for authorized volunteer related activities. Personal use is strictly prohibited.
- **Reporting Incidents:** Users must immediately report any suspected security incidents, breaches, or suspicious activities to the PCVG Media & Marketing Director.

#### 4. Prohibited Use

Unacceptable actions include:

- Accessing data for personal gain or curiosity.
- Sharing login and password credentials or bypassing security protocols.
- Modifying, deleting, exporting, or distributing data without authorization.
- Using administrative access to monitor or target individuals.

#### 5. User Responsibilities

- Users must have antivirus software installed on their personal devices and ensure security updates to their devices are performed on a regular basis.
- Users must comply with all requirements stated in this policy.

#### 6. Training

Volunteers who work with PCVG data and use its systems will be trained by the appropriate PCVG Activity Director or Activity Leader. At that time, the volunteer will be informed of the processes needed to protect the data and the systems and will be required to sign this policy.

#### 7. Compliance and Enforcement

- Legal Compliance: All use of PCVG technology must comply with applicable laws, regulations, and industry standards.
- Policy Adherence: Failure to comply with this policy will result in volunteer removal and termination of access to PCVG technology. It may also result in revoking one's PCVG participation.

#### Conclusion

Adhering to this Data Usage & Technology Security Policy is essential for protecting organizational data and ensuring the responsible use of PCVG technology. All Data Administrators must sign this acknowledgment form confirming they understand and agree to comply with this policy. Users are encouraged to seek guidance from the PCVG Media and Marketing Director if they have questions or require clarification regarding this policy.

Volunteer Name (please print)

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Volunteer Signature and Date

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PCVG Activity Director Signature and Date

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