

2025 PCPC Issues and Feedback Policy

PCPC is an ever-evolving member-based community club that continues to learn and grow. In that regard, the PCPC Board encourages members to reach out to the PCPC Board with matters of interest to the club or issues that might need more attention or are just good information for the Board. The following process is the process the board will use to evaluate issues brought to the board's attention. As usual, we offer this humbly with the idea that we are new at this and can revise as necessary as we learn.

Examples of issues we hope to hear: new suggested fun activities for the club, safety issues, reports of incidents that the Board could address, praise for other members, suggestions for club improvement, and anything else related to the club.

1. **Submit the issue in writing to the Board.**

We have revised the PCPC web site (communitypickleballclub.org) to add a Contact Us page through which a member can submit an issue. On this page the person will describe the issue, the suggestion, the praise, if relevant, what steps they may have taken to try to resolve the issue they are raising within the club, and other details that they think will help the Board understand the matter such as dates and locations. Again, we hope the members will use this form to describe anything they want to share with the Board. We will also use this form to hear from members about issues that might relate to violations of the Governing Documents such as failure to wear proper footwear or eyewear. **The member will be asked to provide your name. The name and the issue will be kept confidential among the Board.**

2. **Board evaluates issue and determines next steps.**

The Board will review the issue and determine appropriate next steps. For example,

- is this a matter that the club can and should address;
- is more information needed; or
- should an expert be called in to help address the issue.

In this step, a Board member may confidentially contact the person who submitted the issue, other players, and do independent research within or outside the club.

3. **Board evaluation for Issues Relating to Leveled play.**

If the issue relates to **leveled play** (e.g., where one player is suggesting that another player is better suited to another level of play,) the following process will be followed:

- a. The Board will assess the issue. The assessment stage includes discretely speaking to members, making observations, and taking other steps necessary to evaluate the issue raised. At this point, the Board believes that there might be some cases that are easily resolved with Board input, meaning the Board will speak to the members involved and suggest a resolution. The resolution can include asking a member to play in another level, offer to facilitate skills improvement, or asking the member who raised the issue to accept that there will be no changes.

However, when the matter is not clear to the Board, the club will retain a professional pickleball coach at the club's expense to make an objective assessment and provide the board with recommendations and evaluations of the matter. The objective assessment will result in an appraisal by the professional of both a two-digit number rating as defined by Pickleball Canada and an assessment, if the coach knows, of how that player would fit into the various leveled play opportunities provided by the club. For example, the coach could return an observation that the member is a 3.0, suitable for playing in the PCPC Intermediate level.

- b. Based on Board or professional assessment, depending on the situation, the Board will determine:
 1. Based on Board experience, there is **no need** to pursue the matter. The Board will contact the person who raised the issue and explain why no action will be taken. We are hoping that our members will understand and agree with how the decision was reached and will accept the assessment.
 2. If a coach is involved, based on the recommendations of the professional pickleball coach, the Board will contact the members involved and:
 - i. The Board can ask the member to play at a different level or to follow the guidelines for transitioning between levels. We are hoping that our members will understand and agree with how the decision was reached and will accept the assessment
 - ii. If the matter relates to skills that need improvement, the Board can offer the member the option of facilitating skills training. This might be individual lessons, group lessons, drilling sessions, Erne ball machine sessions, or any other option within the club's power to facilitate that the member feels would be fun and helpful. The club could organize the skills training or other activity and the member would pay for that activity.
- c. The Board will enforce the recommend level play through monitoring court access.

4. Resolution for issues not related to level play.

If the issue is not related to level play, the Board will conduct an assessment as described (observations, interviews, research) and will contact the person who raised the issue with either:

- a. A determination that the matter is not one that can or should be resolved by the club;
- b. A determination that the matter is one that can and should be resolved by the club with suggested resolutions such as reliance on Governing Documents relating to Protective Eyewear or other safety issues. Many issues raised can be resolved by reliance on the club Governing Documents and these documents will be enforced by the Board.
- c. Other appropriate responses to the feedback such as referral to the appropriate club Committee, or a description of other actions to be taken by the club in response to the comment.