ATTACHMENT "D"
Lakeshore National Adapted Sport Organization (LNASO)
COMPLAINT PROCEDURES
FOR
NATIONAL OR U.S. PARALYMPIC TEAMS

Section 1. Jurisdiction.

These Complaint procedures apply to USA Wheelchair Rugby, Boccia, and other sports under the jurisdiction of the LNASO as determined by the USOPC

Section 2. Designation of Complaints.

The following kinds of complaints may be filed with the LNASO

a. Administrative Grievance. Any aggrieved individual may file a complaint pertaining to any matter relating to the cognizance of the LNASO, including but not limited to any alleged violation of or grievance concerning any LNASO rule, regulation, or code of conduct as well as any USOPC bylaws, or the Ted Stevens Olympic and Amateur Sports Act.

b. Right to Compete. Any athlete, coach, trainer, manager, administrator or official may file a complaint pertaining to any alleged denial, or alleged threat to deny, of that individual's opportunity to compete in an LNASO or USOPC sponsored competition.

c. Code of Conduct Any individual may file a complaint pertaining to any alleged violation of the Code of Conduct.

Section 3. Manner of Filing.

The complainant shall file the complaint with the CEO and Board Chair. A Formal Grievance Form is located on usawr.org/about and is also included at the end of this document. The complaint shall set forth in clear and concise language including their full name and identifying membership information as well as the following information, preferably in numbered paragraphs:

A. The name of the party filing the Grievance (the "Complainant"), including identifying membership information.
B. The Complainant's address, telephone number and email address.
C. The name of the party against whom the Grievance is brought (the "Respondent"), including identifying membership information if available.
D. The Respondent's address, telephone number and email address, if known.
E. The name, address, email address and telephone numbers of any other party involved.

F. The Bylaw or rule allegedly violated.
G. A statement of facts explaining the alleged violation, including all relevant dates.
H. A statement as to whether the Complainant has attempted to resolve the matter and a description of the specific actions the Complainant took to resolve the matter; and
I. The action the Complainant wishes taken.

The Complainant may attach supporting documentation to the complaint.

The form as indicated in addition to any supporting evidence or documentation to support the claim shall be sent via US Mail to 4000 Ridgeway Drive Birmingham, AL 35209 Attn: CEO and Board Chair, LNASO or submitted via email to ethics@lakeshore.org. .

Retaliation against any individual who reports, in good faith, wrongful conduct and/or participates in the investigation is prohibited.

Section 4. Statute of Limitations.

A complaint filed under these Complaint Procedures shall be filed within one hundred and eighty (180) days of the occurrence of the alleged violation, grievance, denial, or threat to deny.

Section 5. Field of Play Decisions.

The final decision of a referee during a competition regarding a field of play decision (a matter set forth in the rules of the competition to be within the discretion of the referee) shall not be reviewable through the procedures for, or the subject of, Administrative Grievances or Right to Compete Complaints unless the decision is: (i) outside the authority of the referee to make or (ii) the product of fraud, corruption, partiality or other misconduct of the referee. For purposes of this Section, the term "referee" shall include any individual with discretion to make field of play decisions.

Section 6. Hearing Panel.

The CEO shall appoint a hearing panel consisting of three (3) individuals to hear the complaint. At least one member of the hearing panel shall be an athlete. The Chief Executive Officer shall also appoint a chair of the hearing panel from among the three individuals appointed. The Hearing Panel shall be responsible to ensure that all complaints are heard in a timely, fair, and impartial manner not to exceed 90 days after the last filing without just cause for the delay.

In the event that a complaint is filed against the CEO, the LNASO Board Chair shall appoint and convene a hearing panel that is free from a conflict of interest. Any member of the hearing panel empowered to resolve grievances that has a possible conflict of interest must disclose it. If the chair of the hearing panel has a conflict, then the CEO shall determine if a conflict is material/exists. If such conflict exists, then the CEO shall name appoint a new chair of the hearing panel. The names of the hearing panel shall be forwarded to all parties at least 14 days in advance of the hearing. Should any party believe a

conflict exists they may submit a written appeal to ethics@lakeshore.org stating the reason for the conflict. The decision of the Board Chair or President shall be final and communicated and responded to in writing.

Fair notice of charges will be given to the respondent within 14 days of the LNASO's receipt of the filing, as well as the requested remedy, any supporting documentation filed by the filing party, and an opportunity for a hearing will be provided to any athlete coach, staff member, administrator or official in writing prior to declaring an individual ineligible. The respondent will have the opportunity to submit an answer as to why the matter should not be taken on by the LNASO as well as the opportunity to have a reasonable time to prepare a defense of the filing. The Complainant shall also be informed of the respondent's answer.

If the hearing panel determines that the grievance fails to meet the criteria in this procedure, the hearing panel shall dismiss the grievance and so notify Complainant in writing providing sufficient details and reasons for the nature of the deficiencies. Upon dismissal, the Complainant may correct any deficiencies in the grievance and refile the grievance in accordance with Section A, provided that the re-filed grievance is timely. Alternatively, within 14 days of the notice, Complainant may file an appeal of the dismissal with the hearing panel.

Section 7. Administration.

The General Counsel shall generally administer and oversee all administrative grievances and right to compete matters filed with LNASO.

Section 8. Conduct of the Proceeding.

The hearing panel shall rule on all motions and other matters raised in the proceeding. If the complaint is not dismissed, the hearing panel shall hold a hearing on the complaint. The hearing panel shall set such timelines and other rules regarding the proceeding and the conduct of the hearing as it deems necessary. The hearing shall be informal, except that testimony shall be taken under oath. All evidence shall be provided to all parties such that the evidence can be inspected within a reasonable time to prepare one's position on the matter. All witnesses that will appear at the hearing will be disclosed to all parties as well.

The hearing may be conducted by teleconference, if necessary or convenient to the parties. Each party shall have the right to appear personally or through a legal representative. All parties shall be given a reasonable opportunity to present and examine evidence, cross-examine witnesses and to present argument. Members of the hearing panel shall have the right to question witnesses or the parties to the proceeding at any time.

Any party may have a record made of the hearing. A court reporter may be present at the hearing at the request of a party. The court reporter shall be paid for by the party requesting the court reporter, or if mutually agreed, the cost may be equally divided. Any transcript shall be paid for by the party requesting the transcript.

Section 9. Expedited Procedures.

Upon the request of a party, and provided that it is necessary to expedite the proceeding in order to resolve a matter relating to a competition that is so scheduled that compliance with regular procedures would not be likely to produce a sufficiently early decision to do justice to the affected parties, the Chief Executive Officer is authorized to order that the complaint be heard and decided within forty-eight (48) hours of the filing of the complaint. In such a case, the hearing panel is authorized to hear and decide the complaint pursuant to such procedures as are necessary, but fair to the parties involved.

Section 10. Complaints Involving Selection to Participate in a Competition.

Where a complaint is filed involving selection of an individual to participate in a competition, the complainant shall include with the complaint a list of all other individuals, together with their contact information, that may be adversely affected by a decision rendered on the complaint. The hearing panel shall determine which additional individuals must receive notice of the complaint. The complainant shall then be responsible for providing appropriate notice to these individuals. Any individual so notified then shall have the option to participate in the proceeding as a party. If an individual is notified of the complaint, then that individual shall be bound by the decision of the hearing panel even though the individual chose not to participate as a party.

Section 11. Decision.

A decision shall be determined by a majority of the hearing panel. The hearing panel's decision shall be in writing, shall state the reasons for the decision and shall be distributed to the parties.

Section 12. Arbitration.

Any party may appeal a decision of the hearing panel to the American Arbitration Association. The arbitrator appointed by the American Arbitration Association shall have the authority to hear the matter anew or if requested by a party to render a decision on a more limited review. Either party may submit the decision of the hearing panel to the arbitrator for the arbitrator's consideration. The arbitrator may give whatever weight or authority to the hearing panel's decision as the arbitrator deems appropriate.