



SkillsUSA Arizona Grievance Policy

SkillsUSA Arizona welcomes feedback and understands that providing exceptional customer service is a priority. Should a member feel that is not happening, the following grievance procedures can occur:

1. For grievances outside of SLSC:
 - a. The State Director will manage all grievance related to communication, finance, registration, membership, etc.
 - b. The State Director will follow both association and ADE policies and procedures as far as timely response and fair and equitable practice.
 - c. The State Director will confer with the Director of Career and Technical Student Organizations to ensure the grievance can be resolved.
2. For grievances during SLSC:
 - a. A Grievance Chair will be appointed by the State Director.
 - b. A grievance must be filed during an ongoing contest and must be about a technical standards violation.
 - c. The grievance will be filed through the State Director.
 - i. Upon receipt of the grievance, the State Director will contact the Grievance Chair.
 - ii. The Grievance Chair will conduct an investigation into the grievance and may choose to interview the person who filed the grievance, the contest chair or judge, and/or more personnel involved in the contest.
 - iii. The Grievance Chair will make a determination and inform the State Director of the outcome of the grievance.
 - iv. The State Director will inform the interested parties both in person and in writing of the results of the grievance.



3. For score grievances after SLSC Scores are released:
 - a. SkillsUSA Arizona does not accept score disputes nor will rankings be changed once the Awards Ceremony concludes.
 - i. The only exception to this is if a contest chair contacts the State Director and states that a mistake has been made.
 - ii. If a mistake in scoring has been made and verified by the contest chair, the medal awarding will remain as announced; however, an additional medal may be sent to the correct contestant.
 - b. Anyone with questions about scoring will contact the State Director.
 - i. The State Director may choose to contact the contest chair for more information or to discuss the issue brought forth.
 - ii. This communication is for contest growth and not to change scores.