

Eastern Massachusetts  
Soccer Officials Association, Inc.

POLICIES  
AND  
PROCEDURES

As of July 2021

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## COMPLAINTS AND/OR GRIEVANCES REGARDING OFFICIALS

Rationale: The following policy and procedures, as set by the Executive Board of the E.M.S.O.A., outlines the method whereby complaints or grievances, arising from an incident occurring in a Massachusetts Interscholastic Athletic Association (MIAA) sanctioned soccer game may be initiated. The E.M.S.O.A. is a MIAA recognized board of officials, sanctioned to recruit, train and make available soccer officials for the schools to employ through their assigning agent the League Commissioner.

The policy of the Executive Board of the E.M.S.O.A. concerning complaints and grievances is to accept and review ONLY those comments or complaints that are accompanied by a written communication signed by the Athletic Director or higher authority within the school(s) concerned.

The Executive Board will then request the Judiciary Committee of the E.M.S.O.A. to review and make recommendation(s) for the Executive Board's consideration. The review by the Judiciary Committee may include, but is not limited to interviewing the complainant, concerned parties, game officials, coaches, MIAA observers, designated Site Manager and whoever else might help in the Judiciary Committee's inquiry.

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### Guidelines For Submission Of Comment/Complaint

The following guidelines should provide useful assistance in submitting a grievance or letter of complaint:

- 1) The original letter must be signed and identify the appellant's relationship to the incident.
- 2) A signed communication accompanying the letter from the Athletic Director or higher school authority from the school involved.
- 3) All communication should be addressed to:

Secretary/ Treasurer EMSOA  
100 Powdermill Rd., #240  
Acton, MA 01720-5932

- 4) Please include any other information that could prove useful to the Judiciary Committee, including video, film, etc.
- 5) All letters and materials submitted will be acknowledged.
- 6) The decision of the E.M.S.O.A. Executive Board will be communicated to all concerned parties.

## JUDICIARY COMMITTEE POLICIES AND PROCEDURES

### Background

A purpose of the judiciary committee of EMSOA, listed in the By Laws Article III, Section V, Para. B.2., notes the judiciary committee shall “consider any and all complaints of any member if the complaint is made in writing and make recommendations to the Executive Board.”

In order to properly conduct its responsibilities, the Judiciary Committee (herein, “committee”) has developed the following policies and procedures to assure fair, orderly, appropriate and consistent treatment of complaints properly before the committee.

Therefore, the Judiciary Committee intends to follow the following outlined procedures and timelines.

### General

1. All deliberations of the committee shall be confidential, except to the extent the committee determines disclosure is appropriate for the interests of EMSOA or the community at large.
2. The committee may meet live or virtually or by conference call following whatever notice procedures it establishes from time to time. As determined appropriate by the Chair, the committee may discuss matters by group email or text, so long as it takes confidentiality measures it deems appropriate.

### Complaint Intake

3. The committee shall consider all matters within its jurisdiction referred to it by the Executive Board. Any complaint received from any source other than the Board shall not be considered by the committee, unless it involves a member of the Board. The committee shall advise any person who submits a complaint directly to it to instead submit it to the Board.
4. The committee will consider only written complaints providing sufficient information for the committee to assess, at least on a preliminary basis, the facts or behavior alleged and the provisions of the EMSOA bylaws or rules believed to be violated.
5. The committee’s chairperson or a member designated by the chair shall intake all complaints from the Board and shall maintain a log of same.
6. In order to timely address matters, the committee expects that all complaints should be referred to it promptly after the Board determines it appropriate for judiciary committee review. The committee may reject any complaint it deems to be stale or moot.
7. Once the complaint is received by the chairperson of the committee, or his/her designee, he/she will distribute the same and any material submitted with it to all members of the committee for review.
8. Upon review of the complaint, any member of the committee with a personal or professional relationship to any member listed in the complaint should recuse himself/herself from further deliberations in writing to the chairperson. The notice of recusal need not provide details of the conflict. If the chairperson must recuse himself/herself, an acting chairperson for the complaint should be chosen.

## Complaint Review

9. The committee members shall review the complaint to determine whether the complaint suggests any EMSOA bylaws, rules, policies or standards have been violated. This preliminary review should be completed within a reasonable time after receipt, four weeks from of a complaint's distribution to committee members being reasonable in the usual case. If fewer than two committee members indicate that the complaint does merit further investigation, the chairperson will report to the Board that the committee will take no action on same. Nothing precludes the Board from submitting a new complaint with additional information, based on the same events or circumstances, and the committee will consider the renewed complaint by these procedures.
10. If two or more members of the judiciary committee believes that a complaint provides a reasonable basis that one or more EMSOA bylaws, rules, policies or standards may have been violated and should be further investigated, the committee will write a formal "Notice of Inquiry" that will be sent to the involved member(s) via email and other means. This "Notice of Inquiry" will detail the potential violations of the organization's bylaws, outline the substance of the complaint and provide the member with a contact person from the judiciary committee who will conduct the inquiry. This "Notice of Inquiry" will also indicate the intended timeline of the inquiry. The "Notice of Inquiry" is simply a notice to a member that a complaint was lodged against them and gives the member the ability to explain his/her side of the story.
11. Unless unforeseen circumstances arise, the committee will endeavor to investigate the allegations of the complaint within 45 days of the sending of the Notice of Inquiry, by telephone, email, in person and/or via video conference as it determines appropriate. Fact gathering and other investigation shall be by whatever method and formality the committee determines appropriate.

## Deliberation and Investigation Report

12. After investigation, the committee shall discuss the recommendation it intends to submit to the Board. Such discussions need not be open to any member or other person and may be by whatever means and formality that the committee deems appropriate so long as every member of the committee (excluding recused members) have the opportunity to consider the comments of every other committee member and to provide his or her input to the committee.
13. The committee will submit to the Board a written report of its investigations of the complaint including the subject member's response to the complaint, as well as its recommendations for further action if any. A copy of the committee's report will be made available to the subject member.
14. By way of clarity, the committee does not have the authority to discipline a member. It has the authority and responsibility to investigate a complaint referred to it by the Executive Board.

(Adopted January 24, 2021)

## DIRECTORS OF DEVELOPMENT

### Title:

EMSOA Directors of Development (North - West - South Chapters)

(Elected for a 3 year term by the Business Meeting as stated in the By-Laws, Article III, Section I, Para. A)

### Objectives:

The Directors of Development will work to improve and upgrade the quality of officiating in the E.M.S.O.A.

### Responsibilities:

- Assist new officials in learning the mechanics of officiating – with special attention to the dual system of control.
- Assign self or qualified veteran officials to conduct field observations of appropriate referees.
- Review each electronic/written report of field observations completed by each assigned observer, and then send an electronic copy to the observed official on a confidential basis.
- At the end of each fall high school regular season, send a tabulation of the number of observations completed by each assigned observer to the Association's Secretary-Treasurer, who will arrange compensation for them.

### Additional Guidelines:

- Consult with Interpreters and Instructors each year prior to courses being taught to review latest NFHS and MIAA rule changes.
- Coordinate with the Association's Arbiter administrator to receive Master Schedules of new officials' assignments.
- Coordinate with fellow Directors of Development when scheduling observations in possibly overlapping territories.
- Attempt to observe each new official one or two times during each of their first and second seasons and less frequently thereafter.
- Maintain archival copies of all field observations for record keeping purposes.
- If a seasonal budget for observations is announced by the Association's Secretary-Treasurer, keep him/her informed -- approximately biweekly -- of the number of observations completed plus pending.
- Cooperate with all EMSOA Committees in the provision of information relevant to their function.
- Attend scheduled EMSOA Executive Board meetings on a regular basis.
- Provide summary feedback during the season, when requested, to Association and Chapter Interpreters and Presidents.
- Provide annual feedback to the Executive Board, including recommendations for improving the development program.
- Prepare a summary report on field observations completed for the Annual Business Meeting.

Honorarium: As stated in the Compensation section of this document.

Approved: 18 August 2019

## EMSOA Finance & Audit Committee

### Role of the Committee

The finance committee's primary role is to provide financial oversight for the organization. Typical task areas include budgeting, financial reporting, and the monitoring of internal controls and accountability. An outline of some responsibilities would be:

### Budgeting and Financial Planning

1. Help develop and review an annual operating budget of EMSOA.
2. Approve the budget within the finance committee and in conjunction with the Secretary/Treasurer.
3. Monitor adherence to the budget.
4. Present financial ideas that support the goals of EMSOA to the Board of Directors for approval.

Engage in an annualized budgeting process in cooperation with the Secretary/Treasurer.

In addition to helping develop and review an annual budget, the committee would also present ideas for cost savings or expenditures, review of annual membership dues and how that will benefit EMSOA members. These ideas might include, for example, the annual circulation cost reduction of NHSF Rules books, membership books (now on-line) or the creation of a cash reserve fund specifically earmarked for our annual meeting or apparel for awards and vesting members.

### Reporting

1. Help develop useful and readable report formats with the Secretary/Treasurer.
2. Work with Secretary/Treasurer to develop a list of desired reports noting the level of detail, frequency, deadlines, and recipients of these reports.
3. Along with the Secretary/Treasurer, present financial reports to the full Board of Directors of EMSOA.

The objective is to clearly communicate EMSOA's financial and cash position and its adherence to the budget. Having a predetermined list of reporting expectations permits the Board of Directors to have a clear picture of our financial condition. Reports should help focus the board's discussion about expected financial performance or strategies for overcoming setbacks or changes in EMSOA's financial condition.

### Internal Controls and Accountability

1. Create and approve policies that help ensure the assets of the organization are protected. (Details to be determined).
2. Ensure that procedures for financial transactions (i.e., check writing, receipts and disbursement of funds) are appropriately documented and reviewed periodically and performed in good stead. This would include periodic reviews of bank statements.
3. One member of the finance committee shall also be a member of the judiciary committee.

Although the Board of Directors of EMSOA carry fiduciary responsibility for the organization, the finance committee serves a leadership role in this area, making sure appropriate internal controls for all financial transactions are performed with due care and stewardship. The committee will also play a role in determining and updating bank accounts and officer signatories with appropriate levels of signing authority.

The finance committee shall also be charged with ensuring compliance and/or developing other policies that further serve to protect the organization and manage its exposure to risk. These include establishing policies surrounding:

- EMSOA's legal formation
- Internet use and computer security
- Insurance requirements and reviews
- Record retention

## **EMSOA INTERPRETER**

### Title:

EMSOA Interpreter

(Elected for a 2 year term as stated in the By-Laws, Article III, Section I, Para. E.)

### Objectives:

The Interpreter will assume all responsibilities for the interpretation of National Federation of High School Soccer Rules. Also, the Interpreter will provide for coordination among all Chapter Interpreters for the Eastern Massachusetts Soccer Officials Association. (E.M.S.O.A.)

### Duties and Responsibilities:

The following list of activities includes but is not necessarily limited to the following items:

- Interpret rules according to the National Federation of High School Soccer as detailed annually.
- Present interpretations and changes of rules to the membership annually.
- Conduct clinics and present information at Chapter meetings.
- Prepare and provide agendas and lesson plans to Chapter Interpreters.
- Coordinate with Massachusetts Interscholastic Soccer Officials Assn. Interpreter to standardize and disseminate accurate information state wide.
- Be available to provide information on an individual basis.
- Provide a yearly message to all members of the E.M.S.O.A. through the newsletter.
- Address problems and concerns that develop during the season.
- Attend annual MIAA rules presentation prior to each season.
- Attend the three annual MISOA meetings, or send a representative i.e. Chapter Interpreters.

Honorarium: As stated in the Compensation section of this document.

Approved: November 2004

## **EMSOA SECRETARY/TREASURER**

### Title:

EMSOA Secretary/Treasurer

(Elected for a 3 year term as stated in the By-Laws, Article III, Section I, Para. E.)

### Objectives:

The Secretary/Treasurer will assume all fiscal responsibilities along with providing for efficient and coordinated operation of all Chapters for the Eastern Massachusetts Soccer Officials Association. (E.M.S.O.A.)

### Duties and Responsibilities:

The following list of activities includes but is not necessarily limited to the following items:

- Accurate recording and collection of all dues, penalties and fees of active members.
- Provide information to allow for fiscally responsible allocation of E.M.S.O.A. funds annually.
- Prepare agenda and details for the Annual Business Meeting.
- Maintain accurate records of attendance of members at mandatory Interpretation Meetings and regular season Chapter Meetings.
- Coordination of Chapter activities pertaining to Rules Clinics and Field Experiences.
- Respond to and administer all correspondence both incoming and outgoing.
- Enroll all active members of the E.M.S.O.A. with the MIAA and provide required documentation.
- Cooperate with all E.M.S.O.A. Committees in the provision of data and information relevant to their function.
- Produce newsletter(s) informing membership of E.M.S.O.A. upcoming and ongoing events.
- Publish the annual membership booklet listing accurate and up-to-date demographic data for each member.
- Inform League Commissioners of members who are no longer members of the E.M.S.O.A.
- Keep accurate minutes and provide agenda items for Executive Board meetings.
- Coordinate E.M.S.O.A. and Massachusetts Interscholastic Soccer Officials Assn. activities and information.
- Procure awards and recognition for membership; i.e. 10 year and 20 year jackets, Life Membership, etc.
- Assist Judiciary Committee in the preparation and execution of their duties.

Honorarium: As stated in the Compensation section of this document.

## **EMSOA WEBMASTER**

Title: E.M.S.O.A. Webmaster:

(Appointed by the President, with the approval of the Executive Board, for a three year term.)

Objectives:

The Webmaster provides for the proper maintenance and construction of the E.M.S.O.A. Web site.

Duties and responsibilities:

The person who serves in this capacity should possess qualities to be able to perform the following duties:

- The ability to monitor, improve and update the performance of the existing Website.
- The Webmaster must know about the business of the E.M.S.O.A. in order to keep information relevant.
- Be able to work with the Secretary/Treasurer and other officers and committees within the organization.
- Attend Executive Board meetings as a participant and non-voting member.
- Be a facilitator and resource person for the benefit of the E.M.S.O.A.
- Assist and promote the development of improvements to the Website.
- Perform additional duties as requested by the Executive Board.

Compensation: The Webmaster will receive consideration of annual dues and honorarium as stated in the Compensation section of this document. With Executive Board approval, the funding and resources necessary to maintain the Website will be reimbursed.

Approved: December 2008. Amended January 2016.

## **EMSOA EXECUTIVE ADVISOR**

### Title:

EMSOA Executive Advisor

(Appointed by EMSOA Executive Board and ratified by the Annual Business Meeting members for a one year term.)

### Objectives:

This position could serve primarily as an advisor to the EMSOA Executive Board. On occasion this person could be called upon as an intermediate or temporary replacement for any Officer or member of the EMSOA Executive Board should there be a resignation or other vacancy occurring on the Executive Board. The resources of the position would be invaluable during transitional periods and other functions requiring a voice of experience in dealing with interscholastic soccer.

### Duties and responsibilities:

- To act in an advisory capacity based upon experience and knowledge of the EMSOA organization at EMSOA Executive Board and Annual Business Meetings.
- To serve as Chairman of any ad hoc committee formulated by the Executive Board.
- To act as a general consultant to the EMSOA in matters concerning the good of the organization.
- To provide any other functions as determined by the EMSOA Executive Board.

Qualifications required for this position: Experience, but not limited to, as an Interscholastic Soccer Official, Interscholastic League Commissioner, Interscholastic Soccer Coach, membership on the EMSOA Executive Board, past or present officer of the EMSOA, Life Member status with the EMSOA, previous experience and collaboration with MISOA and MIAA.

Compensation: The Executive Advisor will receive consideration of annual dues

Adopted December 5, 2009

## ADMINISTRATOR OF EMSOA LIST ON ArbiterSports.com

### Title:

Administrator of EMSOA list on ArbiterSports.com

(Appointed by the President, with the approval of the Executive Board, for a three year term.)

### Objectives:

Provide for the proper maintenance and use of the E.M.S.O.A. list of members on ArbiterSports.com

### Duties and responsibilities:

- Be familiar with use of the ArbiterSports.com assigning website.
- Be able to work with the Secretary/Treasurer and other officers and committees within the organization.
- Attend Executive Board meetings as a participant and non-voting member.
- Be a facilitator and resource person for the benefit of the E.M.S.O.A. on matters related to the ArbiterSports.com assigning website.
- Assist and promote the development of improvements to the EMSOA List on ArbiterSports.com.
- Perform additional duties as requested by the Executive Board.

Qualifications required for this position:

Compensation: The administrator will receive consideration of annual dues and honorarium as stated in the Compensation section of this document.

Adopted January 10, 2016.

## COMPENSATION OF OFFICERS:

The following officers of EMSOA shall be as stated below. In accordance with the By-Law, recommendation for changes to such compensation will be made by the Executive Board and approved by the Business Meeting:

Secretary/Treasurer	\$2,300 / year
Directors of Development	\$250 / year (in addition for fee for doing field observations)
Directors of Development expenses	Not to exceed \$100 / year
Observers for the Development Program	<ol style="list-style-type: none"> <li>1. \$30 for partner field observations (observer is one of the 2 referees on the field) (Changed August 2020)</li> <li>2. A varsity fee for each assigned field observation (observer is off the field and watching the referee(s) on the field)</li> <li>3. A varsity fee and a half for two observation reports made when the observer has watched one game with two referees on the field.</li> <li>4. Twice the varsity fee for three observation reports done when the observer has watched one game with three referees on the field doing a diagonal system of control.</li> <li>5. Observer will be paid the appropriate fee when he is appropriately assigned to a game, he goes to the field and finds that the person to be observed is not present</li> </ol>
EMSOA Interpreter	\$1,550 / year
EMSOA Webmaster	\$250 / year
Administrator of EMSOA list on ArbiterSports.com	\$500 / year
Clinic Instructor	Half of a varsity fee per person who attends and completes all requirements of the class for becoming a high school soccer referee under the rules of NFHS and MIAA. (as of June 27, 2021)

This policy amended by the E.M.S.O.A. Executive Board on June 27, 2021.

## **AUDIO RECORDING OF EXECUTIVE BOARD MEETINGS:**

An audio recording will be made (if possible) of all meetings of the Executive Board. The recording will be used to assist in making the minutes of each meeting and will be retained for not more than 2 years. Members of the Executive Board may receive a copy of the recording upon request whether they were present or absent from the meeting. The recording will not be made available to other members of EMSOA.

This policy approved by the E.M.S.O.A. Executive Board on November 17, 2013.

## **POLICY FOR HANDLING COMMUNICATIONS WITH ASSIGNORS ABOUT NEW MEMBERS**

The EMSOA will not take any action which implicitly or explicitly is biased toward or against any assignor. The following steps will be taken to insure against any bias.

1. The contact information of all assignors will be provided to all new members when they attend the clinics. It is in the best interest of all parties if no assignor attends any clinic.
2. EMSOA personnel will give no assignor the names or information about the new members before the information is given to all assignors. This includes before, during or after the clinic. New members will be discouraged from communicating to any assignor the names and information of other new members.
3. At the conclusion of a clinic, the Secretary / Treasurer will send a list of new members to the administrator of the EMSOA site on ArbiterSports.com. After posting the list of new members on ArbiterSports.com, the administrator will inform the Secretary / Treasurer.
4. When informed by the administrator of the EMSOA site, the Secretary / Treasurer will send out an e-mail message simultaneously to all assignors. The assignors will request the site administrator to make some or all of the new members visible to him or her.

(Adopted by the Executive Board on 06 January 2019)