

RO Discipline Procedure

NROI maintains a two-tier system of Range Officer (RO) discipline

Tier I complaints address Range Officers who have shown themselves to be out of date, have incorrectly interpreted rules, or have deviated from the Range Officers Creed.

Tier II complaints concern cases where the Range Officers has been involved in either a single serious breach of their responsibilities, or a continuing series of problem situations that show a disregard for either the rules or the principles of the organization (NROI).

TIER ONE

Tier I complaints must arise from an ongoing match, and must be logged immediately with the Range Master and/or Match Director of said match as follows:

1. The competitor fills out an incident report, available from the Range Master.
2. The Range Master and/or Match Director interview any witness and the people involved, then forward the incident and any statements from parties involved to the Director of NROI for processing. (Timeliness is of the importance for fairness on everyone's part, therefore, complaints filed after the match may not be processed.)
3. The director or his designate will screen incoming complaints, rejecting those complaints that are based only on unfavorable outcome of a decision rendered by either the RO or the arbitration committee. However if the screening authority sees a number of complaints involving the same RO, this may constitute grounds for the director or his designate to start a Tier II proceeding.
4. The complaint will be reviewed, the parties involved will be contacted, and the facts of the situation will be investigated (generally by a member of the NROI for action. These should be limited to the following recommendations:
 - a) Complaint unfounded, file closed, parties will be advised of decision.
 - b) Complaint has merit, but no violation of rules or policies has occurred or is unproven. File closed. Parties will be advised of decision.
 - c) Complaint has merit. Refer to Director of NROI for action. Parties will be contacted for additional information.

If additional information is needed, the Director of NROI may interview additional witnesses or other parties, and/or set-up a review panel to review the facts of the situation and make a recommendation.

Review panels will be set up as an arbitration committee (see the latest edition of the USPSA rules), and must render their decision in writing with written documentation.

If the director deems action is required, the director may choose among these sanctions for Tier I discipline:

1. Letter of correction—explains the merits of the complaint, and points out the errors in judgment/interpretation but assigns no further sanctions.
2. Revocation of certification.
3. Retraining.
4. Denial of certification renewal.
5. Letter of recommendation to the USPSA Board of Directors for further action.

NROI will keep a file on all RO complaints, whether or not the complaint turns out to be valid. Complaining via Email is not a valid method of filing a complaint.

TIER TWO

Tier II complaints concern Range Officers involved in either a single serious breach of their responsibilities or a continuing series of problems that show a disregard of either the rules or the principles of the organization (NROI).

The Tier II process mirrors the Tier I, but can have more severe consequences. For disciplinary action to be taken under a Tier II complaint, the following ADDITIONAL steps must be met.

- a) The documentation submitted must include both sides in review process (plaintiff/defendant).
- b) The complaint must be as timely as possible, and relevant to situation (complaints filed more than 90 days after the last occurrence will be rejected).
- c) NROI must rule on the matter within 9 months of filing. Tier II complaints that take longer than 9 months to resolve will be voided by NROI for lack of timelines, and a letter issued to that effect.

Should the Tier II complaint be judged as “complaint has merit, refer to the Director for action” (see Tier I, above). The Director of NROI may assess one of the following five levels of discipline:

Level 1: Letter of Concern: Director of NROI express the concern of the organization that the Range Officer has shown either a failure in judgment or personal bias which does not represent the goals of the organization.

Level 2: Letter of Re-education. Request the Range Officer attend additional RO training. Written letter on file with both USPSA and NROI.

Level 3: Letter of Discipline. Suspended from working as RO until mandatory re-education is completed. Director of NROI will determine what level of training is required. Written letter on file with both USPSA and NROI.

Level 4: Letter of Certification Removal. Range Officer Certification removed by Director of NROI. Board of Directors of USPSA notified by Director of NROI as soon as possible after action is taken.

Level 5: Recommendation for Expulsion. Director of NROI will make a recommendation to the Board of Directors that the person involved be expelled from the USPSA.

CLOSURE OF COMPLAINTS (Tier I and II)

Once the Director of NROI has made a decision, all parties involved will be notified of the decision, those parties will include, the complainant, the party that was accused, and the USPSA home office. Copies of all decisions will be maintained by NROI in the USPSA home office.

APPEALS

Should the affected RO wish to appeal the ruling of the director, they must mail a letter to the effect to NROI courtesy or the USPSA home office (e-mail is not sufficient).

The Director will form a review committee for RO level 1 through 3 concerns, and refer the request for appeal to the USPSA Board of Directors for Level 4 and 5 decisions.