

## **Wichita Youth Hockey Association Grievance Policy and Procedure**

### **Policy:**

It is recognized that from time to time there will be conflicts and / or disagreements within WYHA. WYHA encourages resolution of such issues at the level where these decisions are made. In the event there has been adequate discussion and problem solving at that level, the Board has adopted a method for resolution.

Board action on an issue is final. If in the opinion of the Board an issue brought to the Board has not had adequate discussion and alternative solutions have not been explored the Board can refuse to consider the matter and will refer the issue back to the grievant.

Timelines are provided to encourage timely resolution. In the event the timelines are not followed, the Board reserves the right to refuse consideration of the grievance.

### **Scope of the Grievance Procedure:**

The grievance procedure can be accessed in matters of policy interpretation, player team assignment and in matters involving player, parent or coach conduct. In cases of misconduct where the Disciplinary Committee is already involved in a disciplinary matter, their decision will supersede the grievance process.

Grievant can be anyone directly affected by the policies of WYHA including parents, coaches and referees.

Disagreements concerning the operations of WYHA are not subjects of the grievance procedure. The Board invites parents to become involved to improve these matters.

### **Procedure:**

In the event there is a disagreement or dispute, the grievant (parents will represent their children) is encouraged to discuss and resolve this with the age level representative and / or head coach after a mandatory 24-hour cooling off period. In the event this informal discussion does not resolve the issue and the grievant still wants to appeal the decision, the grievant will produce the complaint in writing stating the facts, at least one solution or remedy, and send this to the age level representative. This letter must be sent to the age level representative within fourteen (14) calendar days of the action that led to the disagreement. The age level representative will consult with appropriate people in the organization (Board members, coaches, other parents and players) and issue a written response within five days of the receipt of the written grievance. A copy of that response should be sent to the Secretary of the Board and the Board President.

If the grievant is not satisfied with the response, he or she will forward the written grievance to the Secretary of the Board within five days of receiving the age level representative's response. Within thirty days, the Executive Committee will meet and make a decision. The Board President will call the grievant with the Board's decision and follow up with a letter to the grievant within five days of the Executive Committee's decision. The Board's decision on the matter is final and binding.

Nothing obligates the Board to provide any communication to anyone inside or outside the organization except those directly involved.

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Participant Name

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Parent/Legal Guardian Signature

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Date