



CYHA Grievance Procedure

CENTENNIAL YOUTH HOCKEY ASSOCIATION

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Updated by: Kirk Matko

CYHA GRIEVANCE PROCEDURE

The CYHA understands that at times there will be issues that arise in the organization. These issues with players, coaches, managers, volunteers or board members should be resolved following the Grievance process.

It is the belief of the CYHA that most differences are minor. The best manner in which to work out a difference of opinion is face to face discussion. This is true whether the discussion is between parents, a coach and player, a coach and manager, or a coach and parent, or members and Board Members.

If you cannot resolve the differences it is recommended that you first contact your level director. One of their primary responsibilities is to ensure appropriate team formations and deal with any issues that arise during the season. It is the hope that by working with the level director you can reach adequate resolution of the issue.

Issues that cannot be resolved independently or through the level directors should be brought to the attention of the CYHA President. This person can help mediate a successful resolution or identify the need to file a written grievance.

It is the CYHA intent that individuals will not be reprimanded or discriminated against for initiating an inquiry or complaint. Equally, we wish to recognize and respect the rights of any individual against whom a complaint has been brought.

If the issue cannot be resolved by any of the means listed above, a Grievance Report should be filled out. This form can be found on the CYHA website on the Operations page.

The Grievance Report should outline the incident; include the parties involved, and names of witnesses. The CYHA President will arrange a special meeting of all available parties and Board of Directors within ten (10) days of receiving a written complaint. The CYHA Board of Directors decisions are final and without CYHA appeals. If you are not satisfied with the CYHA Grievance decisions you may contact District 10.

