



Title: Problem Solving & Grievance Procedures

Document Number:	0003	Revision:	B
Document Type:	Policy	Effective Date:	10/04/2022
Document Title:	Problem Solving & Grievance Procedures		Approval Date:
Signed Approval:	Secretary	/s/ Stacey Belisle	10/04/2022
	President	/s/ Shannon Ducklow	10/04/2022

1.0 Overview Section

1.1 Purpose:

The purpose of this policy is to provide a process where we can maintain an open and free exchange of information, share concerns, problems and complaints between managers, parents, coaches, volunteers, employees, and board members.

1.2 Scope:

This policy applies to all members of the association and people associated with Somerset Youth Hockey Association.

1.3 Implementation:

Implementation is in accordance with *Effective by Date*.

1.4 Responsibilities:

Function Responsibility

Association Members (Parents/Volunteers)	Discuss issues or concerns with immediate team manager. Work to resolve issues with their coach as they arise or the coaches committee.
Team Managers	Advise parents/volunteers of this policy; be open to discuss issues and concerns and work to resolve in a timely manner.
Coaches	Be aware of this policy and work with coaches committee and parent to resolve issues
Employees	Be aware of this policy and work with your boss to resolve any issues.
Board Members	Advise parents/volunteers of this policy; be open to discuss issues and concerns and work to resolve in a timely manner.

1.5 Rational:

Rational statement.

2.0 Definitions

Term Definition

None

3.0 General Policy Statement

It is Somerset Hockey Association's philosophy to maintain an open and free exchange of information, share concerns, problems and complaints between managers, parents, coaches, volunteers, employees, and board members. It is important that concerns and or problems be discussed and resolved in a timely manner. Most problems or concerns can be resolved between parents, managers, and coaches in the normal course of their interactions. In some cases, though, a personal problem, a policy interpretation or disagreement can be taken to a higher level. If anyone wants to talk to the coaches committee, or to a representative of the Board, the individual should feel free to do so and it is Somerset Hockey Association's policy to encourage this. No manager should discourage anyone in any way from discussing their problems with a higher level of the association or from seeking a review of any decision to a higher level. Managers, coaches should advise every person of this policy and encourage a review of any decision that the Association Member feels is improper or unfair.



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3.1 Procedure

- 3.1.1** All Association Members are strongly encouraged to talk with their immediate team manager about problems, questions or concerns. In most cases, such a discussion will resolve the concern.
- 3.1.2.** If the Association Members do not feel a proper answer has been received from the immediate team manager, then the Association Members may discuss the situation with the coach, if the situation involves a coaching matter. We require a 24-hour cooling off period before approaching a coach about a situation involving a game, coach, or player. If the situation does not involve a player, game, or coach, you may talk directly with a board member to gain clarification or to share your concern.
- 3.1.3.** If unsuccessful discussing with Manager and Coach reach out to Coaching Committee to discuss the problem or concern, if game, coach or player related. It is the responsibility of team managers, coaches, and the board to encourage Association Members to follow this course as a matter of Association policy and good practice.
- 3.1.4** The last level of escalation is the SYHA President. Steps #1, #2, and #3 must be exhausted before proceeding to #4, unless the situation does not involve the game, coach or player. The request must be in writing. The President may involve the SYHA Board for appropriate resolution according to the Grievance Process Section.
- 3.1.5** If the matter is still not resolved to your satisfaction, you do have the right to escalate to WAHA and/or USA Hockey. (Any concerns that directly violate Safesport may be escalated within this process and reported directly to the President, but we encourage the aforementioned process be followed so we can gather all the facts. The President will follow the grievance process, which may include consultation with WAHA Region Six Directors and or WAHA SafeSport Director.
- 3.1.6** If after the initial evaluation, investigation, hearing (as needed), and decision is rendered, the Association Member certainly has the right to escalate to WAHA Region Six Directors or to ask for an appeal if merited.
- 3.1.7** Repeat offenders (Year over Year) will be subject to enhanced and/or expedited discipline by the SYHA Board, including the possible removal from the Association. If enhanced and/or expedited disciplinary action is required a meeting will be scheduled with members of the SYHA Board, the Player and/or Parents involved in the incident.

3.2 ZERO TOLERANCE RULES FOR PLAYERS AND PARENTS

- 3.2.1** At all levels there will be ZERO tolerance of verbal abuse, obscene or vulgar language and gestures, harassment, misconduct, or other behavior deemed to be abusive directed at the coach, assistant coach, team manager, referees, officials, teammates, opponents, fans or association officials.
- 3.2.2** This behavior will not be tolerated, and disciplinary procedures outlined in the player and parent code of conduct will be followed.
- 3.2.3** Parents are responsible for their child's behavior at all tournaments and team activities regardless of their child's age.
- 3.2.4** Any player or parent misconduct not specifically alluded to above, will be dealt with on an individual basis by the SYHA Board.



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4.0 GRIEVANCE PROCESS/ZERO TOLERANCE HEARINGS

Board handling of zero tolerance violations and grievances will be handled according to the following general guidelines:

- 4.1.1** Parties will be notified of a grievance or zero tolerance hearing that concerns them by phone and will be emailed a written notification to the same effect. When the issue involves a player, notification will be to one of the parents involved. A special meeting may be called and all members notified to handle matters between board meetings. A minimum of three board members must be present to conduct a meeting. Ideally, the meeting should take place within seven days of notification to the involved parties.
- 4.1.2** Concerned parties may provide brief statements and answer brief questions from the board members at the meeting. Concerned parties may also submit written statements to the board about any incidents that are directly involved with the hearing.
- 4.1.3** After reading statements and or hearing all parties in attendance, the board will make a decision about possible outcomes by majority vote of board members present.
- 4.1.4** Directly involved parties will receive a phone message from the president of the board (or his/her designee) regarding the outcome of the hearing within 48 hours. A written letter confirming the phone message will be sent within one week. If the involved person is a player, one of the parents will be notified.
- 4.1.5** Minutes from the grievance and or zero tolerance hearings will be kept by the secretary (or his/her designee). Record that a hearing occurred will be made in the general minutes, and visitors may be recorded as attendees to the usual monthly meeting, however details will be recorded in separate record for the privacy of those involved and will not be published with the regular minutes. **4.1.6** As outlined in 3.1.6 an escalation process exists and an appeal may be granted if merited.

4.2 Governing Documents

Document Title

None

4.3 Reference Documents

Document Number Title

None

4.4 Description of Change

Addition of procedure for repeat offenders of code of conduct policies.

No other changes.

4.5 Distribution

Available to all on the SYHA website:

Board of Directors

Coaches

Parents

Members

Employees

END OF DOCUMENT