



Minneapolis Titans Grievance Policy

Purpose: This document was created pursuant to the Minneapolis Titans Hockey (Titans) Bylaws. Titans value a positive environment for play and development of its players. We strive for fairness and fun. We put safety first. We are committed to behavior that promotes a climate where all feel welcome and included. We do not tolerate abuse of players, coaches, or officials by any player, coach, association member or spectator. We encourage individuals to escalate all perceived acts of abuse. If a conflict arises and cannot be resolved without help, this document outlines the reporting and resolution process we will follow.

The Titans are a 100% volunteer run organization and agree to assume the best intentions of all involved. We ask that you address issues with the source of the conflict whenever possible. If support is needed, the Titans Board of Directors (Titans Board) will assist you in finding a resolution through the grievance resolution process outlined below.

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1. DEFINITIONS AND LINKS TO RELEVANT INFORMATION

Abuse – includes bullying, harassment, hazing, physical abuse, emotional abuse, and sexual misconduct and abuse that occurs within a context that is reasonably related to participation in Titans hockey.

[Grievance Form](#) - Use this form to make a formal complaint of abuse that doesn't include harassment. Please identify the [policy](#) or [code of conduct](#) that you feel has been violated.

Harassment - is any repeated and/or severe conduct or abuse that occurs within a context that is reasonably related to participation in Titans hockey that:

- a. causes fear, humiliation or annoyance;
- b. offends or degrades;
- c. creates a hostile environment;
- d. reflects discriminatory bias in an attempt to establish dominance, superiority or power over an individual or group based on age, race, ethnicity, culture, religion, national origin, gender, gender expression or sexual orientation, or mental or physical disability; or
- e. any act or conduct described as harassment under federal or state law.

[Harassment report form](#) Use this form to record and report incidents of harassment.

[Minneapolis Titans Hockey Code of Conduct and Locker Room Policy](#)

[SafeSport Report Form](#) - Use this form to escalate harassment or grievances to Minnesota Hockey - An affiliate of USA Hockey and the governing body of youth and amateur hockey in Minnesota. Note that Minnesota Hockey's report will ask you what other actions you've taken with regards to the incident; we encourage you to involve Minneapolis Titans Hockey as a partner in resolving conflicts to the extent you are comfortable. Minneapolis Titans is required to follow up with Minnesota Hockey under the following scenarios:

- a. actual or perceived violations of the USA Hockey Safe Sport Program Handbook,
- b. any violations of the Sexual Abuse, Physical Abuse, Emotional Abuse, Bullying, Threats or Harassment, or Hazing Policies, and
- c. suspicions or allegations of child physical or sexual abuse to the appropriate Minnesota Hockey representatives.

2. OVERVIEW

The Titans value the input of its members, players, coaches, and parents. We actively seek suggestions for improving the overall hockey experience for all our stakeholders. The best way to offer suggestions for improvement is through respectful, direct, oral communication with the parties influencing your experience or the experience of your player. The Titans gather feedback after each season via parent and caregiver survey and through feedback provided to the Titans Board. This aims to give the Titans community an opportunity to voice compliments, concerns and suggestions.

Some conflict arises due to challenges or perceptions regarding the coaching of a team, such as playing time, positions played, practice behavior, etc. Coaching challenges should first be addressed to the coach or team manager to be resolved amicably. Through the course of the season, conduct, conflict or disputes may arise that require the intervention of the Titans Board. Minneapolis Titans Hockey is dedicated to maintaining a positive hockey experience for all participants. When a member of the association believes the Minneapolis Titans Hockey [Code of Conduct](#) has been violated, or a conflict or dispute requiring intervention occurs, they must follow the Grievance Process below to seek formal resolution.

3. GRIEVANCE REPORTING PROCEDURES

The Titans recommend the following 3-steps in the event of a concern:

1. Wait 24 hours after the incident/situation occurs as a cooling off period prior to contacting anyone. The exception to this would be any situation where there is a threat or intended harm to a player.
2. Bring the situation to the attention of the head coach and/or team manager.
3. Make an attempt to discuss and resolve the situation with the parties involved, including the head coach and/or age-level coordinator/team manager.

If the conflict cannot be resolved through these initial three steps, you may submit a formal report using one of the following forms:

[Grievance Form](#) - Use this form to make a formal complaint of abuse that doesn't include harassment. Please identify the [policy](#) or [code of conduct](#) that has been violated.

[Harassment Report Form](#) Use this form to record and report incidents of harassment.

[SafeSport Report Form](#) - Use this form to escalate harassment or grievances to Minnesota Hockey - An affiliate of USA Hockey and the governing body of youth and amateur hockey in Minnesota.

Using Email, social media or other forms of communication to air your grievance to others may be grounds for action, up to and including, expulsion from the Titans for the complainant and his/her direct family members or players.

The Titans will not respond to anonymous grievances or complaints. If you require a response to your grievance or complaint, you must provide your contact information.

Minneapolis Titans Hockey does not entertain grievances against referees.

4. TITANS INTERNAL RESOLUTION PROCESS

1. Upon receipt of a completed form, a member of the Titans Board will acknowledge acceptance of the complainant to the submitter within 2 business days and may request additional information from the submitter.
4. The President, Vice President and Secretary will initially discuss the merit of the complaint. Additional members of the Titans Board, coaches, and/or player managers may also be notified of the complaint.
5. All parties involved in the complaint may be asked to refrain from any or all activity in Titans hockey as a means to distance or safeguard any stakeholders. Failure to abide by the Board's request may be grounds for action, up to and including, expulsion of his/her direct family members or players from Titans hockey.
6. The Titans Board may form a committee to review and investigate the circumstances and consider the facts of the complaint. The Grievance and Disciplinary Committee may interview or meet with the involved parties, as necessary. The Committee's role will be to investigate the matter and provide a recommendation to the Titan's Board for resolution.
7. The Titan's Board will review the grievance and/or Committee recommendation at the next monthly Board meeting following submission and provide the submitter with a final resolution or timeline on when to expect additional information about the grievance.
8. The Titans Board may share the finding of the grievance or committee review with other entities as required.
9. Individuals may appeal a final decision of the Titans Board by request to the Titans Board President, Vice President or Secretary.