

Grievance Committee.

Due to the size of the Kalamazoo Optimist Hockey Association (KOHA) and the diversity of its Members, KOHA recognizes that from time-to-time certain incidents may occur that result in a dispute, disagreement, or misunderstanding (referred to as “Grievances”) among Members.

It is the intent of the KOHA Board of Directors to provide an opportunity for members (coaches, parents, players) to express their concerns and receive a timely and appropriate response. To ensure a respectful and professional experience, the board insists that coaches, parents, players, and board members follow the Grievance Procedures as presented.

The Grievance Procedures are a series of escalating steps. Members desiring to file a Grievance must adhere to these Procedures, in proper order, so that Grievances may be resolved fairly and consistently. Failure to follow these steps may result in an invalid Grievance that may not be reviewed.

The specific steps are as follows:

1. **Cooling off period (24 hours):** There are to be no spontaneous Grievance related conversations immediately following a game or practice. All parties should agree to wait at least 24 hours after a game or practice prior to initiating a conversation with a coach, or KOHA staff.
 - a. Please note: No Grievances will be accepted concerning referees or their decisions.
2. **Grievance Form:** Prior to any conversations being held between a parent, coach, staff, or board member the KOHA Grievance Submission form must be completed either electronically below or download and complete the form below and email it back to info@koha.com.
 - a. The President, Committee Chair, or Executive Director will be responsible for delivering the form to the appropriate party (coach, parent, or board member) to which the Grievance is being submitted. This will allow all implicated parties the opportunity to be prepared to discuss the issue.
 - b. Complainant must properly file the Submission Form within fifteen (15) business days after the Grievance Incident occurs, or the Grievance will not be reviewed.
 - c. The President, Committee Chair, or Executive Director will confirm receipt of the Submission Form and assign the Grievance Submission a number.
3. **Initial Meeting:** The party against whom the Grievance is filed, and the complainant will be contacted by committee chair to arrange a time to meet and meet with all relevant/implicated parties to resolve the issue. All parties are required to and agree to always conduct themselves professionally and respectfully.
4. **Decisions/Resolutions:** If the President, Committee Chair, or Executive Director makes an independent decision/resolution regarding the Grievance, then that decision/resolution will be communicated to Complainant and any other parties involved in the Grievance. The Grievance and its resolution will be reported to the KOHA Board of Directors as a matter of course in the regular monthly meetings. The Grievance will then be deemed closed.
5. **Appeal Process:** If Complainant is not satisfied with the decision/resolution of the President, Committee Chair, or Executive Director, then Complainant may appeal the decision/resolution by completing the KOHA Grievance Appeal Form, available by emailing info@koha.com and emailing the Appeal Form to the KOHA President at president@koha.com

- a. Complainant's appeal must be filed within five (5) business days after the President, Committee Chair, or Executive Director communicates the decision/resolution to Complainant.
- b. If Complainant fails to file a timely Appeal Form, then the President or Committee Chair may, in his or her discretion, decide that the President, Committee Chair, or Executive Director's decision/resolution will stand without reviewing or considering the Appeal Form.
- c. All involved parties will be invited to attend a separate hearing will be arranged within ten (10) business days after the receipt of the Grievance Appeal form.
- d. Notification of the decision will be made in accordance with By-Law 3.09 – Special Meetings, notice of the time and place of any special meeting shall be given in any manner at least three (3) business days before the meeting.

Grievance Committee Hearing Panel:

In the event the issue is not resolved, and an Appeal Form is submitted in a timely manner, the Committee Chair will form a Hearing Panel out of sitting member of the KOHA Board of Directors. The Panel has the authority to make decisions/resolutions with respect to any Grievance referred to the Grievance Committee and the authority to communicate those decisions/resolutions to Complainant and to any other parties involved in the Grievance.

The Grievance Committee shall consist of all members of the Board of Directors as a condition of membership. The Committee Chair shall be appointed by the President. For the hearing of Grievances, a 3-person panel will be selected by the Committee Chair dependent on the following criteria. This selected panels will meet as Grievances or complaints are escalated.

1. Relative to By-Law 3.09 – Special Meetings, notice of the time and place of any special meeting shall be given in any manner at least three (3) business days before the meeting.
2. The panel will, when possible, not be comprised of board members with players in the same team and/or birthyear.
3. The panel will, when possible, not be comprised of board members with personal relationships, positive or negative, with any of the parties involved.

The President, Committee Chair, or Executive Director may then disseminate the decision/resolution of the Grievance Committee Hearing Panel to the KOHA Board of Directors.

Any decision/resolution of the Grievance Committee Hearing Panel is final and is not subject to further appeal.

Conclusion:

The Grievance Procedures were written to provide for a governing structure with respect to responding to a Grievance so that the President, Committee Chair, Executive Director, or the KOHA Board of Directors and the Grievance Committee may as reasonably and as quickly as possible to deal with a variety of Grievances that will arise from time to time. Should a member have any questions regarding Grievance Procedures, please contact the KOHA President at president@koha.com.