

AHI/AYHL is implementing the following chain of reporting for non Safesport conflicts involving coaches or team staff members so all parents, and players can work together to foster a culture of respect, understanding, and effective conflict resolution within the team. Encouraging open communication and addressing conflicts at the appropriate levels ultimately contributes to a positive team environment and the overall success and well-being of all team members.

*If at any time a coach, team member, parent or spectator suspects a Safesport violation or misconduct you are required under mandatory reporting laws to report directly to SafeSport.*

#### **Chain of Complaint**

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***24-Hour Rule for Parents** Complaints must wait 24 hours before taking any action to allow time for emotions to settle and for a calmer approach. As the first step in the chain of reporting for conflicts, parents are encouraged to take this time to reflect on the issue and ensure that they approach the matter with a clear and level-headed mindset. If the 24-hour rule is violated in any way, the coach must report the violation directly to the Arapahoe Warriors Youth Hockey (AHI/AYHL) Disciplinary Committee. This rule is essential to ensure that conflicts are approached with a rational and level-headed mindset, promoting effective and respectful communication.*

**Level 1: Direct Resolution** After the 24-hour waiting period, parents should first attempt to resolve the issue directly via e-mail (followed by in person) with the individual involved, such as the coach or another team member. This step fosters open communication and gives the parties involved an opportunity to address the conflict one-on-one. Encouraging direct resolution empowers parents to take ownership of their concerns and work towards finding solutions collaboratively.

**Level 2: (a) Coach or Team Manager as Mediator** If the conflict is between team members other than coaches or managers and remains unresolved after a direct attempt at resolution, parents can escalate the issue to the coach or team manager. Coaches and team managers play a vital role in addressing conflicts within the team environment and can act as mediators to find a resolution. Their involvement can help bridge gaps in communication and understanding among team members.

**Level 2: (b) Third Party as Mediator** If conflict involves team staff including head coach, assistant coach or manager and remains unresolved after direct attempt at resolution, parties may escalate the issue to a third-party mediator within the team. This could be a neutral team member or someone who is appointed to handle such matters.

**Level 4: Club/Association Representative** If the conflict cannot be resolved at the team level, coaches can further escalate it to a club or association representative. This representative is responsible for overseeing team operations and conflict resolution within the organization. Their role ensures that conflicts are addressed at a higher level when needed.

**Level 5: AHI/AYHL Discipline Committee** If the conflict remains unresolved, club/association representative and coaches can escalate the matter to the appointed AHI/AYHL Discipline Committee.