

CYH Formal Process for Zero Tolerance Complaints

CYH's mission is to educate persons under the age of twenty-one (21) in competitive ice skating, good sportsmanship, and hockey skills. However, in an association with well over one-hundred players and a season covering six to seven months of the year, issues do arise from time to time. This process is meant to fairly address those issues in order to ensure a fair, open and fun environment for players, their families and our volunteers.

Points of Note:

- CYH will always attempt to have an issue resolved within the team when it is squarely a team issue. Using the complaint form to escalate an issue to the Board for resolution should be viewed as a last resort.
- Issues involving parents of children on the same team is not inherently a team issue and CYH reserves the right to action parent conduct directly through its Disciplinary Committee.
- Recurring issues with the same parties or team will face increasing scrutiny. Moreover, nuisance complaints filed without justification may result in sanctions against the complainant.
- CYH reserves the right to assign a delegate to deal with an issue at its discretion or in the circumstance where a conflict, or the appearance of a conflict, exists.
- Members of the coaching staff should not be approached with a complaint less than 24 hours after an incident. Coaches are entirely within their right to reject hearing a complaint within that time frame. The Team Manager is the sole person that may contact the head coach within the 24 hour period if he or she determines it is necessary.
- With few exceptions, complaints that have not been actioned by the Team Manager and, where required, discussed with the coach will be referred back to the team without further action by the Board. If there is an issue with the manner in which the Team Manager handled a complaint, then the complainant is encouraged to contact the Board via the complaint form process. However, if the Team Manager took all reasonable steps to address the complaint and found that further action was unwarranted, then CYH will not likely intervene.
- CYH will, at all times, comply with requests from legal authorities to provide any and all information gathered under this process. If the incident involves a potential criminal violation, then the police should be contacted immediately and the Board President notified.
- Other governing bodies, such as USA Hockey, Mid Am Hockey, ISHAA and Buckeye Travel Hockey League (for 14U and under) may not respond to any complaints until they have been addressed in all respects by the process outlined here. Any complaints made to other governing bodies may be referred back to CYH for their action.
- The vast majority of the individuals that make CYH a success are volunteers that selflessly give up their time to support others. There is NO justification at any point for acting belligerently toward those individuals regardless of the circumstance. Incidents of inappropriate behavior or beratement, including on social media, toward the volunteers of CYH will be dealt with in a harsh manner, up to and including the removal of the player and his/her family from CYH.

Zero Tolerance Complaint Process:

This process is designed to formalize the steps that all parties are required to take when dealing with a Zero Tolerance issue. To ensure consistency and fairness, deviations by any complainant from this process will not be accepted.

A Parent/Player that wishes to lodge a complaint about a player, team official, coach or other person (opposing player/parent/team official) should observe the following:

LEVEL 1

- The person with the complaint should clearly document the specific details surrounding the issue including dates, names, location, bystanders, and actions.
- The complainant is expected to first raise the issue with the established Team Manager for the team before escalation to CYH or the CYH Disciplinary Committee ("CYHDC"), unless policy dictates otherwise.
- All parties should wait 24 hours (the "24 Hour Rule") after the incident took place but, if they feel strongly, they are permitted to contact the Team Manager at any time or member of the Disciplinary Committee. The Team Manager will use their discretion in terms of how to proceed. **The 24 Hour Rule does NOT apply to issues presenting immediate safety concerns.**
- The Team Manager and Coaching staff will investigate and respond to the complaint with a plan of action or outcome.
- If resolution is not readily available, a meeting may be called by the Team Manager/Coaching Staff at his/her discretion. If warranted, the Team Manager/Coach or complainant may escalate the complaint to the CYHDC by proceeding to Level II.
- A Level II escalation is a serious step. Once escalated to the CYHDC, it is granted full discretion and authority to make recommendations for further action to the CYH Board of Directors. The Board may deal with the matter as they feel appropriate and are empowered to take whatever steps are necessary to come to an appropriate resolution.

LEVEL II

- If the Team Manager and/or coach are unable to adequately address the complaint, the complainant may escalate the complaint to the CYHDC by completing a Formal Complaint form ("Formal Complaint"). A Formal Complaint may also be initiated for issues that do not involve a specific team concern (Examples include, but are not limited to, parent-to-parent issues, and issues with members of other organizations, issues with non-CYH personnel).
- Once a Formal Complaint is submitted, it will be forwarded to the CYHDC with a copy to the President of the CYH Board. An incomplete Formal Complaint, for example; lacking in specific details regarding an incident or lacking an affirmation as to the complaint's accuracy, will cause the Formal Complaint to be returned without action until further details are provided.
- CYHDC will investigate the Formal Complaint. If resolution of the Formal Complaint was attempted by the Team Manager/Coach, the CYHDC will interview those individuals. It will interview pertinent parties and witness(es), gather and evaluate evidence such as video, social media, emails, etc. Once the evidence has been reviewed, the CYH Disciplinary Committee will make a recommendation to the Board to resolve the Formal Complaint. If the CYHDC is satisfied with the Team's Level I response, CYHDC will adopt the Level I outcome with a "No Recommendation for

Further Action.” CYHDC is not bound by the decision/recommendation of the Team Manager/Coach and may recommend another path to resolution.

- If the recommendation of the CYHDC is adopted by the Board, then a decision will have been rendered. If the Board requires additional information, it will remand the matter back to the CYHDC for additional investigation. Once completed, the CYHDC will again submit a recommendation to the Board to resolve the Formal Complaint.
- The Board may adopt the recommendation of the CYHDC or the Board may decline to accept the recommendation and proceed on its own authority with a resolution to the Formal Complaint.
- CYH may issue suspensions from team activities (including, but not limited to practices/games/off-ice activities), order appearance before the CYHDC, issue letters of censure, lodge complaints against competing organizations, refer matters to USA Hockey/Mid Am Conference for further action, and/or take any other action as determined by the Board in its sole and absolute discretion.
- If the Complainant is not satisfied with the Board’s recommendation, the Complainant may choose to escalate its complaint to another governing body for action. CYHDC’s file will be made available upon request by the other governing body and CYH will cooperate in any such additional investigation.
- Team Managers and CYH will treat all complaints seriously. CYH members have a duty to assist in the investigative process. CYH and its members all have an affirmative duty to respond promptly to matters related to complaints. All parties will endeavor to be expedient and act in a manner so as to ensure timely outcomes and complaint resolution.
- In the extreme event whereby a very serious problem directly or immediately threatens the ongoing safety of a player or the continued viability of CYH, then the President of CYH will be notified and he/she has the unilateral authority to take immediate action to nullify that threat regardless of this process.
- If any provision of this policy is unclear or inconsistent with other Board requirements, the CYH Board of Directors will resolve any such inconsistency and provide direction to any party alleging an inconsistency.

Issues that will NOT be considered under this process:

This complaint process is meant for serious complaints such as negligent endangerment, player safety, harassment or other egregious misconduct that is serious enough to bring question as to the ability of an individual to continue to be a part of the team, about coaching behavior, parent behavior or spectator behavior. Below is a list of some of the complaints that may be referred back to the team and will not receive further action from the Board.

1. Parental Ice Time frustrations do not warrant a Formal Complaint and **any parental submissions that relate fundamentally to ice time will be dismissed without action**. When a parent has an issue with the ice time their child is receiving then they are to contact the Team Manager for discussion and resolution.
2. The complaint form is NOT meant for simple disagreements or personal conflicts between individuals. **Baseless complaints** filed with the sheer intent of besmirching a coach or other individual may result in sanctions against the complainant.
3. Submissions that **lack specific details** about an alleged incident will not be actioned until all details from both sides are assembled.
4. Complaints will **only** be accepted using a fully completed Complaint Form obtained from the CYH website. Unsolicited emails or other contacts to Board members will be summarily dismissed. Forms lacking details will not be actioned.
5. **Anonymous complaint forms** will be immediately disregarded.

6. Complaints against **referees** using this form will be rejected. Such complaints must be directed to the appropriate referee's association.