



West Vancouver Field Hockey Club

"The home of North Shore Field Hockey"

ISSUE RESOLUTION & COMPLAINT POLICY

The following is the dispute resolution method utilized by West Vancouver Field Hockey Club when faced with complaints brought forth by members (parents, players or coaches). It is always the desire of the club to reach a fair and equitable resolution to concerns presented. The club will only hear complaints in instances where the parties involved have followed the dispute resolution steps as described below.

If any situation develops related to playing, coaching conditions, or perceived problems of harassment or mistreatment, those who feel they have a valid complaint must be free to come forward and voice their concerns without fear of reprisals against them or any player. For this purpose:

1. Any complaint made in good faith will be processed in accordance with this policy. It is a condition of participation in the club's activities that all those involved accept the process and its outcome, or otherwise voluntarily withdraw from further involvement in the club.
2. All complaints will be treated as privileged and confidential. The complaint and any information provided by any persons regarding the complaint will not be used except for the purposes of resolving the dispute.
3. A progressive mechanism will be put into place to quickly deal with any complaint without interruption of any team activities wherever possible.

Issue Resolution Process

The steps to be followed if any player, coach or parent has a complaint or dispute are outlined below. It must be a primary goal of all involved to ensure that NO player is at any risk of physical or emotional harm of any kind.

1. **Talk directly to the involved party:** Approach the person with whom you have a difficulty, off the field, away from games or practices at an appropriate time and place. Voice your concerns and attempt to reach an understanding informally between the persons involved. Particularly with respect to the younger teams, these meetings should be held away from the players unless their involvement is necessary.

2. **Talk to your team's coach or manager:** If the matter cannot be resolved between the parties, contact the coach/team manager and clearly express the concerns that are outstanding. Team coaches/managers should attempt an informal resolution if possible and suggest any compromise with a view to allowing team play or involvement of the player to continue.
3. **Seek assistance from the next level up:** If your problem is not resolved at the first step, you may contact the Club official directly above the person involved. These include the following individuals:
 - Age Group Coordinator** – for issues involving Spring League players, coaches or managers
 - Umpire Coordinator** – for issues involving umpires
 - Technical Director** – for issues involving club coaches, adult league coaches, and players
 - Executive Director** – for issues involving administration, communications and operations

At any point in time you may contact the Technical Director or Executive Director to confidentially discuss the issue.

Contact information for all these individuals can be found at wfhc.com under "Contact Us"

4. **Ask for Director Involvement:** If you are still not satisfied, ask the Club official to take your concern to the Directors responsible for your area of concern:
 - Junior Committee** – for issues involving junior players, coaches and managers
 - Women's Committee** – for issues involving women's players and coaches
 - Men's Committee** – for issues involving men's players and coaches.

The relevant Director will investigate the situation, and will respond to you in accordance to Club policies and guidelines.

5. **Request a Review of the Problem by the Club Ombudsman:** If you feel that your concerns have not been appropriately resolved at the Board level, you may submit a request for a review of the situation by our Club Ombudsperson.

Please note: Prior to bringing an issue to the Club Ombudsperson, Members are expected to communicate directly with the Director for the area of concern, and advise them of their intent, and reasons for the review request.

The Club Ombudsperson reviews the discussion that has taken place and may bring the matter to the All-Club Board of Directors, if necessary.

Ombudsman

Our Club Ombudsperson is a volunteer, who works directly with our Members and our Club officials to facilitate an agreeable outcome for a Member's concern or complaint. After ensuring that the member has followed the recommended steps (see above) to resolve the issue the Club Ombudsperson may:

- Call or meet privately with Members to discuss their issues,
- Facilitate informal conflict resolution meetings,
- Attend Disciplinary Hearings, and
- Offer solutions or recommendations to the Member, Club officials, or Directors

The Club Ombudsperson ensures that both sides have an opportunity to fairly present their concerns, and may ask either side for additional information to assist finding an appropriate outcome. Either the concerned Member, an involved Club official, or a Director can invite the Club Ombudsperson into the process.

Please note: The Club Ombudsperson does not make the final decision on the situation. The Club will strongly consider the opinion and recommendations of the Ombudsperson; however, the final resolution to a problem will be decided by the Board of Directors

How do I request assistance from the Club Ombudsperson?

Members can contact the Club Ombudsperson directly and confidentially by emailing ombudsperson@wvfhc.com

When requesting assistance from the Club Ombudsperson, please include the following information:

- Your name & contact information (email, telephone numbers),
- Member(s) involved,
- Player(s) involved, and
- A detailed outline of your concerns; please be sure to include dates, and the names of the Club officials who you dealt with throughout this concern.

Once the Club Ombudsperson receives your concern they will advise the appropriate Director and the President and will contact you to discuss the next steps. Typically, you should allow two to three working days for the Club Ombudsperson to contact you.