

**Vail Mountaineers Hockey Club
Chain of Command / Grievance Procedure**

Issue	Resolved by	If not Satisfied, then Resolved by	If not Satisfied, then Resolved by	If not Satisfied, then Resolved by	If not Satisfied, then Resolved by	If not Satisfied, then Resolved by
Parent upset with team selection	Age Group Director	Director of Hockey	Disciplinary Chair	Board President		
Parent upset with team roster	Team Manager	Head Coach	Age Group Director	Director of Hockey	Disciplinary Chair	Board President
Parent upset with practice or game schedule	Team Manager	Age Group Director	Executive Director	Disciplinary Chair	Board President	
Conflict with Player and Teammate	Head Coach	Team Manager	Executive Director	Disciplinary Chair	Board President	
Conflict Between Parents	Team Manager	Head Coach	Age Group Director	Executive Director	Disciplinary Chair	Board President
Conflict Between Parents and Team Manager	Head Coach	Age Group Director	Executive Director	Disciplinary Chair	Board President	
Conflict Between Parent and Coach	Team Manager	Age Group Director	Director of Hockey	Disciplinary Chair	Board President	
Conflict Between Coach and Team Manager	Age Group Director	Director of Hockey	Disciplinary Chair	Board President		
Conflict Between Coach and Coach	Age Group Director	Director of Hockey	Disciplinary Chair	Board President		
Conflict Between Team Manager and Age Group Director	Executive Director	Disciplinary Chair	Board President			
Conflict Between Coach and Director	Disciplinary Chair	Board President				
Conflict Between Board Member and Director	Disciplinary Chair	HR Consultant				
All Others	Team Manager	Head Coach	Age Group Director	Executive Director	Disciplinary Chair	Board President

[Note: For more information, please refer to the VMHC Policies and Procedures](#)