



Coon Rapids Youth Hockey Association Grievance Procedure

Overview:

The Coon Rapids Youth Hockey Association (CRYHA) recognizes that, on occasion, incidents may occur that result in a dispute, disagreement, or misunderstanding (referred to as “grievances”) among members.

It is the intent of the CRYHA Board of Directors to provide an opportunity for our members (coaches, parents, and players) to express their concerns and receive a timely and appropriate response. In order to ensure a respectful and professional experience, the Board insists that players, parents, coaches, volunteers, and Board members follow the grievance procedures as presented. The procedures are as follows:

General Concerns:

Problems or concerns that have to do with the coaching of the team, such as playing time, positions, practices, etc. should be taken to the coach or team manager of the respective team. If the problem cannot be resolved at this level, the level director for your player should be contacted. Contact information for level directors can be found at www.coonrapidshockey.com under our Board tab.

Code of Conduct Violations:

If a player, parent, coach, or volunteer is in violation of the Code of Conduct you should contact the CRYHA President and/ or Vice-President.

The Grievance Process:

1. **24 Hour Cooling Off Period.** There are to be no spontaneous grievance-related conversations immediately following a game or practice. Players and parents agree to wait at least 24 hours after a game or practice prior to initiating a conversation with a coach, coordinator, or Board member. Coaches, coordinators, and Board members agree to not participate in any conversations where the grievance procedure has not been followed. The exception to this would be any situation where there is a threat or intended harm to a player.

2. **Amicable Resolution.** It is the belief of CRYHA that most differences are minor. The best manner in which to work out a difference of opinion is face-to-face discussion. This is true whether the discussion is between parents, a coach and player, a coach and manager, a coach and parent, or members and Board members.
3. **Grievance Form.** Prior to any conversations being held between a parent, coach, manager, or Board member, the CRYHA Grievance form must be completed by the parent/ guardian and emailed to the Director specific to your level of play (Youth Director, Girls Director, or Mite/ U8 Director). The email addresses can be found on the Board page of the CRYHA website.
 - a. The appropriate Director will be responsible for delivering the form to the party (or parties) involved in the grievance. This will allow the other party (or parties) the opportunity to be prepared to discuss the issue.
 - b. The appropriate Director is responsible to confirm the receipt of the grievance submission form by email in a timely manner.
 - c. The appropriate Director will be responsible for notifying the Executive Committee that a grievance has been filed and also submit a resolution report at the conclusion of the process.
4. **Initial Meeting.** A member of the Executive Committee (if it is a team situation, this is typically the Player Representative and/ or Level Director) will contact the petitioner and arrange a time to meet with all parties in order to resolve the issue. All parties will need to agree to conduct themselves professionally and respectfully at all times.
5. **Executive Committee Hearing.** In the event of disciplinary action, an issue unresolved in the process steps above, or the grievance is specific to procedures or actions directed by the CRYHA Board of Directors, any member or party may request the grievance be brought to the CRYHA Executive Committee.
 - a. The complainant is to resubmit the grievance form by email to the CRYHA President. No other forms of communication will be accepted. The complainant is to specifically request a hearing for resolution of this grievance by the CRYHA Executive Committee.
 - b. The Committee will hear the grievance within 30 days of the request and will provide a minimum seven days' notice of the hearing date, time, and location.
 - c. If any member of the Executive Committee has a conflict of interest, that member will not participate in the grievance process. If the CRYHA President has a conflict of interest, a new chair for the committee will be selected. A minimum of three reasonably impartial Executive Committee Members will be part of the hearing.
 - d. The CRYHA Executive Committee will review the grievance submission form and conduct an investigation of the grievance to fully understand the issue.

- e. Once the committee is satisfied and feels they have enough information on the situation that occurred, they will then meet privately without the parties involved to determine what type of resolution will be given.
 - f. The committee chair will then notify each of the parties individually to discuss the committee's final determination of the grievance. This will take place within 5 days of the hearing. A written determination will follow within 15 days of the hearing.
6. **Outside Appeals.** After following the above procedures, in accordance to our affiliation agreement with Minnesota Hockey, any member of CRYHA may appeal any disciplinary or administrative action of our association in accordance to Article 6 of the Minnesota Hockey handbook. Appeals must be made to the District 10 Director within 10 calendar days of any decision made by the CRYHA process for consideration.

SafeSport Violations:

In the event that any CRYHA member observes any of the violations outlined on the SafeSport website, it is the member's personal responsibility to immediately report their observations to the CRYHA President. In addition, the member must also consider reporting suspected child physical or sexual abuse to appropriate law enforcement authorities. CRYHA has ZERO TOLERANCE for abuse and misconduct. Additional information regarding SafeSport can be found at <http://www.usahockey.com/page/show/908023-usa-hockey-safesport-program>.