



VALLEY YOUTH HOCKEY ASSOCIATION Grievance Policy

The purpose of the VYHA Grievance Policy is to provide its players, managers, coaches, and parents with a reasonable procedure for addressing and resolving complaints.

Any complaint from the VYHA Community - including but not limited to a player, manager, coach or parent - should be resolved informally with the team manager or coaches involved, in a spirit of compromise and conflict avoidance. If the complaint is about the manager or head coach of the team involved, or following the inability to resolve the complaint in good faith with the manager or head coach, the complaint should be brought to VYHA's appointed Ombudsman.

If the matter is still not resolved after attempts at informal resolution with the Ombudsman, a formal complaint should be submitted in writing to the Ombudsman to be referred to the appropriate committee. The complaint must identify the person or persons making the complaint, describe the efforts made to informally resolve the complaint, and set forth all facts and matters to be considered and the relief or remedy sought.

All persons involved in bringing or hearing a complaint or grievance should attempt to resolve the matter informally in the best interests of the organization and the individuals involved and without the need to resort to the formal dispute resolution process.

Upon receipt of the written formal complaint, the Ombudsman shall refer the complaint, allowing a fair opportunity for all interested parties to be heard. Thereafter, in his/her discretion, he/she may 1) refer the complaint to the Coaches Committee, 2) refer the complaint to the Secretary of the Board of Directors who will select three (3) members of the Board of Directors who shall act as a resolution committee to hear and resolve the complaint, or 3) refer the complaint to the entire Board of Directors for resolution.

In no instance shall the person or persons who are the subject of the complaint be involved in determining the resolution of the grievance. If the formal complaint involves the Ombudsman, the complaint shall be referred to the Secretary for investigation and referral.

Information of a personal or sensitive nature obtained during an investigation or through any hearing shall be maintained confidentially to the extent reasonably possible, except for such disclosures as are necessary to making a final, written decision.

The formal complaint shall be resolved within 30 days of receipt. The decision will be provided in writing. The decision may be appealed within two business days in writing to the President of the Board of Directors. If appealed, the entire Board will resolve within 30 days of receipt. The decision of the Board of Directors will be provided in writing and will be final.