

SCARBOROUGH SHARKS GIRLS HOCKEY ASSOCIATION COMPLAINTS RESOLUTION PROTOCOL

Scarborough Sharks Girls Hockey Association (SSGHA) is committed to treating all of our members fairly and with respect. Notwithstanding this commitment, occasionally someone may feel they have not been dealt with in a just and fair manner, or there may be a misunderstanding that needs to be resolved. To that end, SSGHA has developed the following process to ensure that complaints and/or concerns are dealt with in a fair and timely manner.

If you have any questions regarding this process, or if you require any further information on how to make a complaint, please contact the President of the SSGHA.

While SSGHA encourages association members to speak out, we encourage members to attempt to address concerns at the level at which they occur. For example, if a parent is concerned with the actions of a house league player, they should speak with the coach of the player as soon as the coach is available.

Hockey is an emotional game for players, coaches and parents. **We encourage parents who have concerns relating to their own children to adopt the prudent and well-tested “24-hr cooling off” period.** By waiting 24 hours before contacting the coach, emotions should subside and a constructive dialogue can then proceed. **Where a matter is not resolved satisfactorily at the team level, the complaint or concern can be referred directly by email to the divisional DC with a request that he or she intercede.**

SUBMITTING A COMPLAINT/CONCERN

When a complaint/concern is received by a coach, manager or other team official, and cannot be resolved at the team level or by the Discipline Committee (DC), the team official or parent may request that the complaint/concern be submitted in writing to the DC.

The DC will endeavour to email an acknowledgement within 5 business days confirming receipt of the complaint and forwarding the details to the appropriate

SSGHA official for resolution. In the event that more information is required, the SSGHA official will deal directly with the people involved. A resolution and final position letter will in most cases be issued within 10 business days of receipt of the complaint.

Where the complaint/concern is of an urgent nature it may be submitted in writing directly to the DC. Complaint details should include the time and location of the incident, names of the people involved, the specific concern, and what discussions have occurred at the team and/or coach level.

SANCTIONS

In situations where it is deemed necessary, SSGHA reserves the right to implement disciplinary action as recommended by the Board's Executive Committee or by the DC. In such situations, the party in question may be invited to appear in person to provide information.

SSGHA reserves the right to remove individuals from active involvement in association hockey where the safety and peace of mind of an SSGHA player, parent or official may be at risk.

COMPLAINTS RELATING TO REFEREES

Concerns and/or Complaints involving Referees or Linesmen should be submitted to the Referee-in-Chief.

COMPLAINTS RELATING TO COACHES OR PLAYERS

Prior to the SSGHA considering a complaint, the complainant must confirm that they have had a discussion with the coach and/or team manager concerning the complaint. Once there has been a discussion at the team level, if no resolution has occurred, the following procedure will be followed:

1. The complaint must be submitted by e-mail to the DC, and must include sufficient detail for the reader to understand the issue.

2. The complainant must provide a written consent for the complaint to be released to anyone required to deal with the complaint, which may result in the complaint being public.
3. The complaint, once authorized and if incapable of resolution by the Team in consultation with the complainant, will be forwarded to the appropriate SSGHA committee (generally the DC). The DC, in their absolute discretion, will assess the merit of the complaint, usually through consultation with the complainant.
4. If it is decided that the complaint has merit, the DC shall have a meeting with the affected member, sharing the written complaint. The DC shall use its discretion as to whether it is appropriate to bring the complaint to the attention of the Executive Committee of the SSGHA Board of Directors.
5. At the conclusion of the meetings outlined in (3) and (4), the DC shall form a decision relative to the complaint, and communicate its conclusions and decisions in writing to the complainant and all concerned parties, including the SSGHA President.