



**Policies and Procedures of the Abbotsford Minor Hockey Association**

**P-14**

**Grievance and Appeals Policy**

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Version 1.0

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## 1. Grievance Policy

- 1.1. The purpose of this policy is to provide a positive and productive forum for parents/ guardians to express a grievance without inhibiting a coach from fulfilling his coaching responsibilities. Parents/guardians wishing to meet with a coach to discuss a grievance must follow the below guidelines:
  - 1.1.1. Parents/guardians will not approach coaches immediately after a game to air a grievance. To prevent further escalation and poor communication, parents and team officials must observe a 24 hour “cooling off” period. AMHA is firm on the observance of a 24 hour “cooling off” period. Individuals in violation of this may be brought before the Disciplinary Committee and may face suspension or expulsion from AMHA.
  - 1.1.2. Contact the team manager to arrange a meeting with the coach to discuss your grievance.
- 1.2. The following “Lines of Communication” shall be followed by members of the association who wish to have an issue resolved:
  - 1.2.1. Speak to the team manager. The team manager is the liaison between the coaching staff and the parents.
  - 1.2.2. If this fails to satisfactorily resolve the issue, speak to the coach.
  - 1.2.3. If at this time the issue is still unsatisfactorily resolved, the issue may be forwarded to the Division Coordinator or Division Director.
  - 1.2.4. If the issue is unsatisfactorily resolved it may be forwarded, in writing, to the President and/or Executive Director. Issues forwarded to the President and/or Executive that are not in writing may not be addressed
  - 1.2.5. If the issue is still unsatisfactorily resolved the issue may then be forwarded in writing to the AMHA Board of Directors who, if necessary, will make a final resolution of the matter.
- 1.3. Where a team or team official has an issue that requires resolution the following “Lines of Communication” will be strictly followed:
  - 1.3.1. In the case of Recreational teams:
    - 1.3.1.1. The Head Coach or Team Liaison will discuss the matter with the Division Coordinator.
    - 1.3.1.2. If the issue is unsatisfactorily resolved the Head Coach or Team Liaison may direct the issue to the President and/or Executive Director responsible for that division in writing.
    - 1.3.1.3. If the issue is still unsatisfactorily resolved, the Head Coach or Team Liaison may forward the issue to the AMHA Board of Directors for final resolution.
  - 1.3.2. In the case of Representative Teams:
    - 1.3.2.1. The Head Coach or Team Liaison will discuss the matter with the Division Director responsible for the division.

- 1.3.3. If the issue is still unsatisfactorily resolved, the Head Coach or Team Liaison may forward the issue, in writing, to the AMHA Executive for final resolution.
- 1.4. Any decision by the Board of Directors on the issue will be made with regard to the policies of the AMHA (which comply with PCAHA, BC Hockey and Hockey Canada guidelines). Where the policies of AMHA do not cover the issue, reference will be made to PCAHA, BC Hockey and Hockey Canada Regulations and policies.
- 1.5. Where necessary, policies may be modified or up-dated as the Board of Directors sees fit.
- 1.6. All decisions made by the Board of Directors are considered final. There is no appeal process to this decision.
- 1.7. Any member or participant, whose conduct in an arena is legitimately deemed to be disruptive and not conducive to the well-being of the game or the Association, will be deemed to be in violation of these policies.
- 1.8. Possible consequences for violating these policies are as follows:
  - 1.8.1. The filing of an incident report against you.
  - 1.8.2. A hearing with the AMHA Disciplinary Committee.
  - 1.8.3. Temporary suspension from the team, ice arena and/or Association.
  - 1.8.4. Permanent expulsion from the team, ice arena and/or Association.
- 1.9. All violations of the Code of Conduct policy must be reported to the respective Division Director, or in the case of a tournament, also to the Tournament Director within 24 hours of the occurrence of the violation or upon becoming aware of the violation.
- 1.10. Any person that circumvents or disregards this Policy, may be suspended and dealt with in accordance with the AMHA Disciplinary Process.

## **2. Appeals Policy**

- 2.1. Any member wishing to appeal a Board or Committee decision (excluding Rep Tryouts) must submit a written application and a \$25 cash fee. If the appeal is successful, the fee will be refunded.

## **3. Complaints - On Ice Officials**

- 3.1. This forum of complaint is not meant for coaches or others who do not like the way a referee or linesman called a particular game, nor is it for questioning interpretations of judgment calls. Coaches will NOT be allowed to dictate who may or may not be assigned to their games.
- 3.2. Any serious concerns by coaching staff or others should be reported, in writing, to the AMHA Referee-in-Chief and a copy forwarded to the President and Executive Director. Any intimidating, disrespectful or hostile behaviour by a team

official or parent/spectator towards any of the officials, referees or linesmen will be taken seriously and may result in disciplinary action under the AMHA Disciplinary policy.