

Calgary Axemen Issue Resolution Guidelines

2018

Axemen Issue Resolution Policy

The Axemen hold an expectation that the management of any issues arising during the course of the Lacrosse season comply with the processes outlined below.

Axemen Communication Progression Process

Parent

Manager

Coach

Axemen Age Group Co-ordinator

Axemen President and VP of Operations

Axemen Discipline Committee

Formal Complaint Process

Regardless of the type of issue that is the subject matter of a complaint, a complaint that has been raised to the board level of the Axemen will not be formally considered by the Axemen unless the complaint is submitted in writing to the President. The President will address the Complaint and then following the Axemen Code of Conduct and Disciplinary Policy in dealing with the complaint.

Team Level Issues

Any issue that arises at a team level, including but not limited to, alleged misconduct of coaches, parents or players, should be first raised by the complainant with the Team Manager.

Anyone wishing to file a complaint must follow a 24-hour cool down period between the incident and making a complaint in all cases, unless there is a concern that the safety of a child is in jeopardy. No complaints will be looked at if the 24-hour rule has not be followed, with the exception of complaints where child's safety is of concern.

At no time and under no circumstances should any Axemen parent or extended relative confront a coach, another parent, game official or a player at the time of the incident or at any time if in the presence of players.

We ask that teams do their best to resolve issues at the team level. These issues should first be addressed at the Manager level. If the issues cannot be handled at the Team Manager Level, then the issues need to be brought to the attention of the Age Group Co-ordinator. This is primarily for issues that do meet the criteria for filing an official complaint.

If the Co-ordinator is not able to resolve the dispute to the satisfaction of the parties involved, or if they require further input and guidance, they will send the complaint up to the President and/or VP of Programs.

Association Level Issues

The following issues will be considered association level issues:

- Issues that arise prior to evaluations and or the season commencing.
- Issues during the season that arise outside of a game, practice, or other team activity, or that involves parents or coaches or players from more than one team;
- Issues that take place during the Evaluations Process.
- A Grievance filed as part of the evaluation process;

No party within this resolution process shall tolerate any behaviour that constitutes bullying, harassment or threats of any form. This shall be escalated immediately to the highest level if necessary and appropriate disciplinary action against the offender shall be considered by the committee.

Under no circumstances should any parent or extended relative confront:

- Axemen Board Members
- Evaluators
- Axemen Volunteers
- Coaches
- Other Parents
- Game officials
- Players

Any issue relating to an incident that occurred at an arena, on the floor, on the bench or in the dressing room and or any issue relating to Axemen business practices, or for an incident that occurred away from an arena, should be directed in writing to the Axemen President.

Grievances regarding placements of kids through the Evaluations Process should follow the Axemen Evaluation Grievance Policy.

The Axemen will not look into any complaints that haven't followed the process outlined in this document and submitted in writing following the formal complaint process outline above. We stress that teams try to solve the majority of their issues at the team level.