

Princeton Minor Hockey Complaint Process

We realize that there may be issues that arise from time to time, it is very important that all parties involved follow our 24 HOUR RULE, which is one of our most important policies.

24 HOUR RULE

A parent should not approach a coach, manager or official to discuss a game, game incident or a situation that occurred during a game that has provoked an adverse emotional response or created a potentially hostile situation until at least 24 hours after the fact. The intent of this “24-hour Rule” is to move a potential emotional and confrontational discussion away from the presence of the players and other parents and to allow all parties the chance to “cool off” before discussing the situation.

How to address a complaint

1. Follow the 24 hour rule policy
2. After 24 hours, inform your team manager of your concerns; If your concern is a safety issue please contact your team safety person.
3. Your team Manager will address any issues with the coach (s); the safety person will address any safety issues.
4. If you are still having concerns then please direct them to the Executive of Princeton Minor Hockey. Contacts are available on our website.<http://www.princetonminorhockey.ca/>

We would like to remind everyone that all the Executive Members, Managers, Coaches, Assistant Coaches and Safety people are Volunteers, trying to help our youth and provide leadership to the best of their ability. We live in a small town and volunteers willing to give their time are hard to come by so please give support and positive feedback. It is important not to lose sight of what is most important – our kids having fun playing the great sport of hockey!