

PROCESS FOR DISPUTE RESOLUTION AND COMPLAINTS

SAMHA recognizes that issues and differences can arise within the hockey environment. Communication (or lack of) is often a primary issue in these differences. It is the goal of SAMHA to limit problem situations through the promotion of clear and respectful communication.

It is expected that most problems or complaints will be resolved on an informal basis at the team/division level.

The following steps will be followed in the resolution of problems or complaints:

Informal Process

- Discuss the issue with the person or persons with whom the issue regards. For instance, if you have an issue with another parent, it is your responsibility to speak with this person to try to resolve the difference.
- If this does not result in resolution of the issue, you should then go to a team official – such as the Coach or the Manger.
- If this does not result in resolution of the issue, you should then go to your Division Director. The Division Director may decide to bring in a member of the Executive Committee - to act as a neutral party and further explore if the matter can be resolved on an informal basis.
- If the matter is still not resolved, you will then need to move on to a more formal process

Formal Process

- All formal complaints must be put in writing to the President.
- The complainant must show that they have attempted to solve the problem through the informal process before the President will hear the complaint. If they have not followed the informal process or have not provided an acceptable rationale for bypassing the informal process, the complaint will not progress and the complainant will be required to go back to the informal process.
- After accepting the complaint, the President has the option to:
 - Make a ruling to solve the matter immediately, wherein his/her decision will stand
 - To investigate the matter further himself/herself
 - To appoint an Executive Committee member or another individual to investigate the matter further.
- If upon further investigation, it is felt that a formal response is necessary a three person committee (referred to as The Panel) will be appointed by the President to oversee a formal hearing. All sides will be given opportunity to have their opinions and perspectives heard.
- At the end of the hearing, The Panel will make a decision regarding the complaint and recommend solutions, sanctions or discipline as necessary.

Appeal of Panel's Decision

Both the complainant and the respondent have the right to appeal the decision of The Panel. Permissible grounds of appeal are as follows:

- The Panel did not follow the procedures set out in this policy
- Members of the Panel were biased or were influenced by irrelevant considerations, or
- The Panel reached a decision which could not be supported by the evidence or which was otherwise unreasonable.

Appeals must be in writing and must be received by the President within 7 days of the initial ruling. The appeal will be reviewed by three Executive Committee members appointed by the President (which may include the President). This committee will not include any of the former Panel members and is referred to as the Appeals Committee. The Appeals Committee shall have the authority to uphold or reverse the decision of the Panel and/or to modify any of the Panel's recommendations.

The decision of the Appeal's Committee shall be final and binding.

SAMHA APPAREL POLICY

It is important that players, teams and team officials appropriately represent SAMHA whenever they are engaged in a hockey related activity. It is the Association's expectation that teams look respectful, tidy and uniform. In order to accomplish this with so many players and team staff, the following standards must be followed:

Team Jackets

- Team jackets throughout the Association must be uniform. While the brand of jacket may be different, all jackets must be black. The only accent colors permissible on the jacket are white, silver and/or orange. All accent colors must be used for accent only and cannot be the base color of the jacket.
- Every SAMHA jacket must have the **official** SAMHA logo embroidered on the front left chest no larger than 3 inches x 3 inches.
- For Rep Teams the **official** SAMHA Silvertips logo must be embroidered on the back-upper-center of the jacket and be not larger than 4 inches by 4 inches.
- For Atom Development the official SA Silverbacks logo must be embroidered on the back-upper-center of the jacket and be not larger than 4 inches by 4 inches.
- Names are permissible on jackets but the location and size of the name must be approved by the Apparel Committee. Names must be embroidered on jackets.
- A sample of an acceptable team jacket will be available in the office of the Administrator of Hockey Operations.
- Nothing else (other than what is listed above) is permitted on the SAMHA team jacket.
ANY TYPE OF SPONSORSHIP IS STRICTLY PROHIBITED FROM ALL SAMHA TEAM APPAREL.
- It is the responsibility of the Coach and Manager of each team to ensure they are familiar with the Association's expectations regarding team jackets. Failure to follow this policy could result in sanctions or discipline.