

Home of the Windsor Wildcats, LaSalle Sabrecats, Tecumseh Tigerscats & Southwest Wildcats



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Sun Parlour Female Hockey Association Parent Complaint & Grievance Procedure

The Parent Complaint & Grievance Procedure was implemented as a mechanism to prevent incidents of confrontations between Coaches and Parents. The procedure allows for parents to present their concerns to the Head Coach or Association in a structured format.

This procedure defines the difference between a complaint and a grievance as follows:

- A complaint is a general expression of dissatisfaction with a situation or the behaviours of other person(s) within the association – generally a complaint will be able to be managed within the competitive or house league programs.
- A grievance is a more specific and serious feeling of wrong doing that relates to harassment, discrimination, misconduct or vilification by person(s) within the Association. Grievances may be managed at the Association level.

The Parent Liaison (representative for competitive team) and Director of Hockey Operations' (representative for house league team) role is to present parental concerns within the competitive and house league programs to the Head Coach and/or Association. They will schedule a meeting between the Head Coach (and members of the staff if warranted) and the parents a minimum of 24 hours of an incident occurring. This allows all parties to cool down, so that the issue(s) can be dealt with rationally. If the parent and the Head Coach are not able to solve their problems another meeting will be scheduled with the Executive Vice President and Vice President of Travel or House League as appropriate or their designates in attendance.

Important notes regarding the Complaint and Grievance Process:

- The Parent Liaison or Director of Hockey Operations will only bring complaints and grievances to the Head Coach if the Parent wants a meeting. Otherwise, they will be forwarded to the Association level.
- Complaints and Grievances must be about your child. Complaints or Grievances about or between parents, or made on behalf of another child will not be acted upon. All Complaints and Grievances must be reported within 7 days of the incident.
- Anonymous Complaints or Grievances will not be acted upon.
- Complaints and Grievances are to be in writing. The form is available from the Parent Liaison or Team Manager and the Director of Hockey Operations
- Complaints and Grievances are to be submitted to the Parent Liaison or Director of Hockey Operations.
- The Parent Liaison or Director of Hockey Operations
 - Will take and retain notes during any meetings.
 - Will submit notes to the Executive Vice President upon request, as required.
 - Has the authority to terminate the meeting if no progress is being made or the meeting becomes confrontational.