



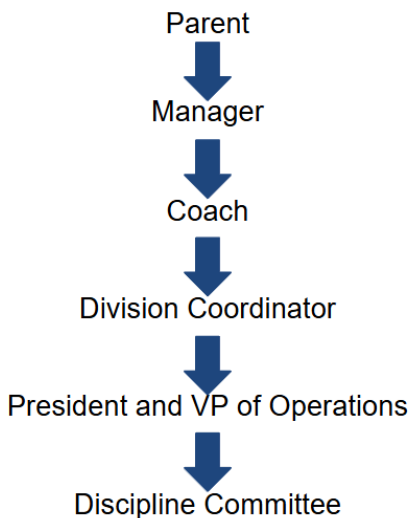
ISSUE RESOLUTION GUIDELINES



Overview

The Calgary Axemen Lacrosse Club is committed to fostering a respectful and positive environment for all members. To ensure every conflict, concern, or disciplinary matter is handled fairly, consistently, and without bias, this document outlines the Resolution Guidelines. The Calgary Axemen Lacrosse Club holds a firm expectation that the management of any issue arising during the course of the lacrosse season—whether involving players, coaches, or parents—must strictly comply with the structured, step-by-step processes detailed below. Adherence to these guidelines guarantees a clear pathway for reporting and resolving issues, protecting both the individuals involved and the integrity of the Club.

Axemen Communication Progression Process



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 [Calgary Axemen Lacrosse Club President](#). The President will address the complaint and then follow the Calgary Axemen Lacrosse Club 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 been followed, with the exception of complaints where a child's safety is of concern.

At no time and under no circumstances should any Calgary Axemen Lacrosse Club 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 Division Coordinator. This is primarily for issues that do not meet the criteria for filing an official complaint.

If the [Division Coordinator](#) 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 Programs..

Association Level Issues

The following issues will be considered association level issues:

- i. Issues that arise prior to evaluations and or the season commencing.
- ii. 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.
- iii. Issues that take place during the evaluations process.
- iv. A grievance filed as part of the evaluation process.
- v. 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 a facility, on the floor, on the bench or in the dressing room and or any issue relating to the Calgary Axemen Lacrosse Club business practices, or for an incident that occurred away from a facility, should be directed **in writing** to the [Calgary Axemen Lacrosse Club President](#).

The Calgary Axemen Lacrosse Club **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.

Grievances concerning player placements from the Evaluations Process are governed by the Calgary Axemen Lacrosse Club Evaluation Grievance Policy.

