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|-------------------------|--------------------------|----------|------------|---|
| Policies and Procedures |                          |          |            |  |
| Document No.            | 5                        | Date     | 04/09/2025 |   |
| Document Title          | Issue Resolution Process | Revision | 0          |   |
| Document Type           | Policy and Procedure     |          |            |   |

**1.0 Purpose**

Cochrane Recreational Hockey League (CRHL) holds an expectation that the management of any issues arising during the course of the season comply with the processes outlined below, and that most issues that arise are minor in nature and should reasonably be resolved with a simple, respectful discussion between the relevant parties.

**2.0 Commencement Date**

The Policy will commence from April 9, 2025. It replaces previous Issue Resolution Process Policy whether written or not.

**3.0 Application of Policy**

This Policy applies to the following CRHL groups:

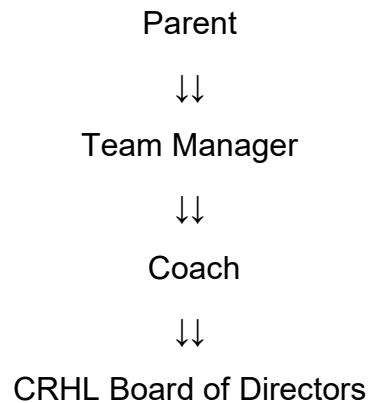
- Players
- Parents
- Coaches
- Board of Directors
- Volunteers
- Officials

**4.0 Rationale**

4.1 To provide a consistent direction regarding the process for CRHL to receive, address and respond to issues.

## 5.0 Procedure

### Cochrane Recreational Hockey League Communication Progression Process:



### Formal Complaint Process

Regardless of the subject matter of the complaint, no complaint will be formally considered unless submitted in writing to the Designated Individual as per the above Cochrane Recreational Hockey League Communication Progression Process. The Designated Individual will address the Complaint in accordance with all policies and procedures as outlined in the CRHL Code of Conduct and Disciplinary Policy.

### 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 for the immediate safety and wellbeing of a child. 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 CRHL parent, guardian 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 Coach, who will address and resolve the issue, or if unable to do so, refer the matter to the CRHL Board of Directors. This is primarily for issues that meet the criteria for filing an official complaint. If the Coach is not able to resolve the dispute to the satisfaction of the parties involved, or if they require further input and guidance, the Coach will escalate the issue to the CRHL President or their designated representative.

### Board Level Issues

The following issues will be considered Board level issues:

- Issues that arise outside of the regularly scheduled season.

- Issues during the season that arise outside of a game, practice, or other team activity.
- Issues that have been escalated in accordance with the Communication Progression Process.

**Bullying or Harassing Behavior**

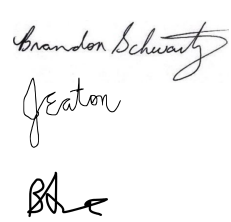
No party within this resolution process shall tolerate any behaviour that constitutes bullying, harassment or threats of any form. This shall be escalated immediately to the highest level if necessary and appropriate disciplinary action against the offender shall be determined by committee. Under no circumstances should any parent, guardian or extended relative confront:

- CRHL Board Members
- CRHL Volunteers
- Coaches
- Other Parents
- Game officials
- Players

Any issue relating to such an incident that occurred at an arena, on the ice, on the bench or in the dressing room should be directed in writing to the CRHL President and Board of Directors. Any issue relating to CRHL business practices or an incident that occurred away from an arena should be directed in writing to the CRHL President. The CRHL Board of Directors 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 outlined above. We stress that teams try to solve the majority of their issues at the team level.

As it pertains to this policy, a complaint in writing will be deemed to have been given upon issuing email to [president@cochranerechockey.ca](mailto:president@cochranerechockey.ca)

**6.0 Review and Revision History**

| Revision | Scope of Revision | Approved By  | Date          |
|----------|-------------------|--|---------------|
| 0        | Initial Approval  |  | April 9, 2025 |