

Policy #110 - Team Communications

APPROVED: September 25, 2018	REVIEWED September, 2018 :
NEXT REVIEW:	September 2020
RESPONSIBILITY:	GPMHA Executive
APPENDICES:	
CROSS-REFERENCE:	Hockey Alberta Communication Guidelines

POLICY STATEMENT:

All team communications are important to the organization. This policy outlines the proper lines of communication as suggested by Hockey Alberta.

PURPOSE:

To facilitate conflict resolution and provide a system of organizational procedure within the team framework.

SCOPE:

All members of the association

DEFINITIONS:

PROCEDURE/GUIDELINES:

24 HOUR RESPECT RULE

All parents, players, relatives and friends **must** adhere to the 24 Hour Respect Rule by waiting a full 24 hours prior to contacting the Parent Liaison, or Manager, regarding any hockey concerns or issues.

Please follow this protocol for questions or complaints. If your concern is not satisfied at the lowest level, then proceed to the next. **Under no circumstances is texting team staff while a team activity is going on appropriate.**

1. Manager
 - a. If a team has a team liaison, they may be approached before the manager.
2. Coach
3. Commissioner
4. GPMHA Vice President
5. GPMHA President
6. GPMHA Executive via the GPMHA office

7. Hockey Alberta Zone Administration Coordinator
8. Hockey Alberta Staff

All concerns or complaints must be submitted in writing and must be signed. Anyone not following these lines of communication may face disciplinary action.

COMMUNICATIONS BETWEEN LEAGUES AND THE PEACE ZONE REFEREE COMMITTEE

Please follow this protocol for questions accolades or complaints of officiating for GPMHA games:

A written statement is to be signed by both the Coach and Manager from the team that has concerns. The communication path will be:

1. Manager
2. Coach
3. Statement submitted to GPMHA via the Office
4. GPMHA will pass along to the Peace Zone Ref Committee via an appointed Executive
5. Executive member will meet with the PZRC
6. Information will be passed back to the team in the reverse order.

Liaisons will be appointed by GPMHA Executive.

This policy is not to be confused with communications of a personal/membership level with office staff/executive members. IE: late fees/refunds. This is due to privacy concerns, and reduction of third party involvement in personal matters.