


# Red Deer Pond Hockey

Policies and Procedures Manual			
Document Title	Issue Resolution Policy	Date	Dec 1, 2018
Document Type	Policy and Procedures	Revision	0

The logo for Red Deer Pond Hockey is a black shield-shaped emblem. At the top, there are three white stars. Below the stars, the words "RED DEER" are written in a bold, white, sans-serif font. Underneath that, "POND HOCKEY" is written in a similar bold, white, sans-serif font. At the bottom of the shield, there is a white graphic of two crossed hockey sticks.

## 1.0 PURPOSE

The Red Deer Pond Hockey League 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

This Policy will commence from December 1, 2018. It replaces previous Issue Resolution Policy whether written or not.

## 3.0 APPLICATION OF POLICY


3.1 This policy applies to the following RDPH groups

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

## 4.0 RATIONALE

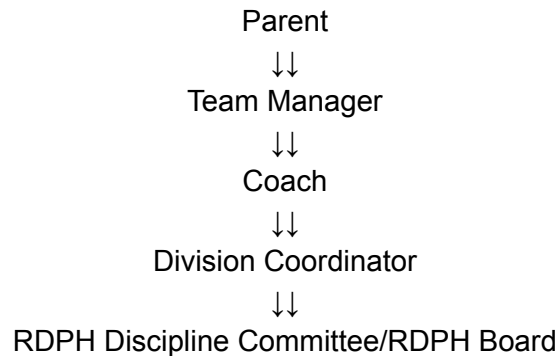
4.1 To provide a consistent direction regarding the process for RDPH to receive, address and respond to issues.

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## 5.0 PROCEDURE

### Red Deer Pond Hockey 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 Red Deer Pond Hockey Communication Progression Process.

The Designated Individual will address the Complaint in accordance with all policies and procedures as outlined in the RDPH 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.

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At no time and under no circumstances should any RDPH 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 respective Division Coordinator. This is primarily for issues that 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, the Division Coordinator will escalate the issue to the RDPH 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:

- RDPH Board Members
- RDPH Volunteers

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- 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 respective Division Coordinator.

Any issue relating to RDPH business practices or an incident that occurred away from an arena should be directed in writing to the President.

The RDPH League Board 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.

## 6.0 REVIEW AND REVISION HISTORY

Revision	Scope of Revision	Approved By	Date
0	Initial Procedure Development	RDPH BOD	Dec 01, 2018