Lacombe Minor Hockey Association

Conflict Resolution Procedures

Lacombe Minor Hockey realizes that conflicts do take place throughout the hockey season. How these conflicts are dealt with is critical for all parties involved. For this reason, Lacombe Minor Hockey has adopted the following process in hopes of diffusing conflicts as swiftly as possible within or organization

Unless the incident is severe in nature where there is a physical altercation or injury, the following procedure must be used by all parties in Lacombe Minor Hockey.

 **ABSOLUTELY NO PHONE CALLS TO THE EXECUTIVE WILL BE ACCEPTED**

Incident occurs.

Must wait 24 hours to file complaint.

Document the incident or issue in writing,

Verbal complaints will not be acknowledged

Be sure to clearly state situation in as much detail as possible.

Submit written complaint to your parent liaison.

Parent Liaison will endeavor to resolve conflict at team level

This would include discussion with parties involved

If a solution agreeable to both parties is not possible Incident is then forwarded to the Divisional Director

Divisional Director will review the written submissions of the incident.

The director may call a meeting of all parties involved and the parent liaison to find a resolution acceptable to both parties at this level

If a resolution is not possible at this level the Director will forward the complaint to the LMA President and Game and Conduct.