



Wembley Minor Hockey Association

Protocol for those with problems and/or questions (Parents)

1. For ALL questions, contact your **team manager**; not your coaching staff. The coaches are there to develop the players, not to navigate parent questions.
2. For ALL complaints and/or disputes, you must **wait 24 hours** before contacting anyone. This gives all involved a "cool down period". Managers have the right to refuse discussion before the 24 hours has passed. Once the 24 hour period has passed contact your team manager, not your coaching staff. If your complaint is in regards to your team manager and you are not comfortable speaking with them, please contact the acting Wembley Minor Hockey president (contact information will be on the website www.wembleyminorchockey.com).
3. Once you have contacted your team manager with any questions, disputes, complaints and if you feel your matter has not been addressed please contact the acting Wembley Minor Hockey president. Do not contact Hockey Alberta. If you do they will ask you if you followed the steps above. If the president feels he/she cannot address your issue, he/she will guide you into further avenues.

This protocol will be upheld by the Wembley Minor Hockey executive. If at any time you would like to come before the executive and discuss any issues, contact an executive member (contact information will be on the website). Executive members include: president, vicepresident, treasurer, secretary, registrar and directors. Any executive members that are involved in the issue will be asked not to attend the meeting.