



TRAC Wolverines

Complaints Resolution Policy

July 2024

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All members of TRAC with a direct complainant must follow the process outlined in this complaints resolution policy. This includes players, parents, and executives.

After the team's tryout process is complete and the team has been selected, a coach/parent/guardian meeting will be conducted prior to the start of the season for the purpose of introducing the coaching staff and their philosophies and goals for the team to the players and parents. Identifying expectations and understanding philosophies will aid in eliminating problems throughout the season. The TRAC committee has appointed Team Directors for each team within TRAC to oversee the team and aid in its operations. One of the main responsibilities is to be the point in which complaints between players, parents/guardians, and the team staff can be addressed using the TRAC Way of Communication.

The TRAC Way

If there is a complaint, the complainant must follow the process outlined in this policy. Each step must be exhausted to the absolute furthest extent before proceeding to the next step. TRAC's goal is to effectively resolve the complaint at the lowest level possible, while not interfering with on ice coaching staff and players.

All complaints must be dealt with both parties having mutual respect and clarity. To ensure this, the 24-Hour Rule must be utilized. When a party has a complaint to be resolved, they are asked to wait a full 24 hours before making a complaint submission to the **Division Director via email**.

At no time shall a parent approach a member of the coaching staff. The exception to this is when the Division Director is a member of the coaching staff, and the complaint is about said individual(s). **In this situation, the complainant will go to the Director of the next age group above, with U18 complaints falling to the U11 Director.** This is only if the conflict cannot be resolved within the team. This step also takes place if a conflict of interest is/ or is perceived. It should be noted that mutual respect should be held, and the said Director will be made aware of the conflict of interest.

Coaching staff must not be approached to allow them to focus on their duties and responsibilities. **The Team Director could call the coach and parent into a meeting if the issue can be resolved/minor but that will be at the Team Director's discretion (after discussion with Coach/TRAC Director).**

The complaint can then be submitted to the TRAC Director as well. All complaints will be discussed with the TRAC Director on a weekly basis. This does not mean the TRAC Director will be involved in the conflict resolution. The TRAC Director will remain unbiased and will be used if the conflict raises past the Team Director. The idea being a fail-safe system for all individuals to ensure they feel heard and the conflict process has been exhausted before moving forward.

Complaint submissions must follow a strict outline when bringing them forward to the Team Director. Complaints must be submitted as formal, written communication. Each written communication must include all the following for the process to move forward:

1. Who in specific is the complaint regarding? (Include the title and name of the parties)
2. A description of the complaint in clear, simple terms with zero profane language.
3. When did this occur?
4. Where did this occur?
5. Were there witnesses? Is there any proof, electronic, or otherwise?
 - Although electronics are in a grey area when it comes to a volunteer board; if there is written proof (text, email etc) or video then we will take that under advisement.
6. Has a resolution been attempted by either party? If so, describe the actions taken.
7. What do you think is a reasonable resolution to the issue?

Player Growth

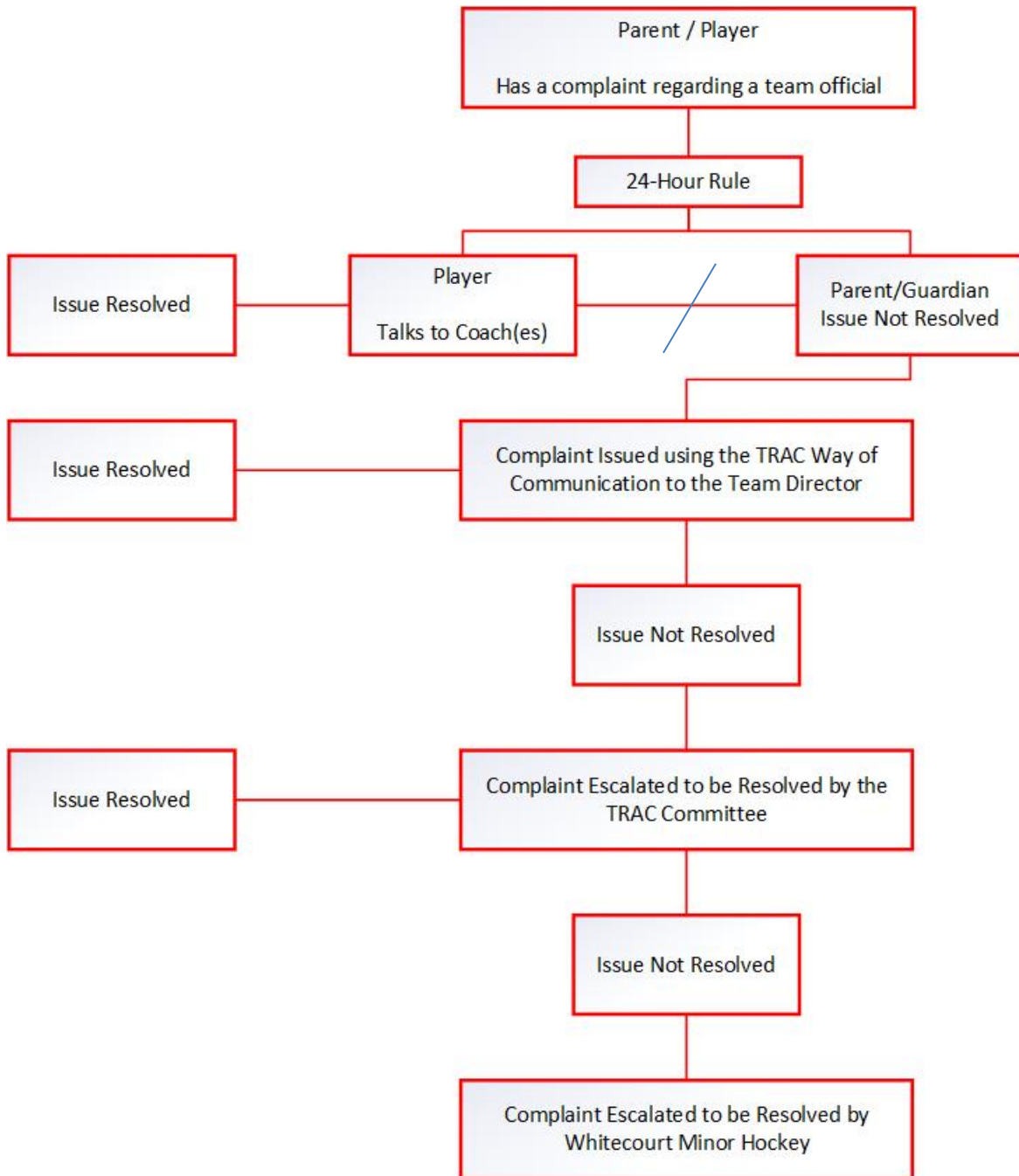
We want players to not only develop on the ice, but also off the ice. We want to promote players to have healthy and constructive communication with the coaching and team staff. We want to promote accountability and ownership within players so they have that life skill when they leave our program. Allow them to understand what conflict resolution is and how useful of a skill it is. In saying this, we want to ensure they can do that in a safe and respectful environment in which they feel comfortable in. As parents/guardians if a player comes to you with an issue/concern that you believe can be addressed between themselves and the coaching staff; please support the player to approach the coaching staff in a respectful manner. The 24-hour rule still applies to this situation.

There will be absolutely no repercussions on the player for trying to resolve a conflict. If there is repercussion, then that coach will be suspended or removed from the team. We take this very seriously and want our players to feel respected. If the player during this process is abusive/disrespectful (physical, mannerisms, or verbal) then an escalation meeting will be held to determine why this occurred and how we can learn from the meeting. From there, other penalties can assessed for either or both coaches and players.

We promote and want to see this work, if done in a proper manner. The parent can also reach out to the Team Director and let them know this is going to occur and the parent can ask the director to take part if needed. That is to either be directly involved or to be a bystander during that meeting. This is meant to be a learning tool for all involved.

If the player does not feel comfortable going to the coach to resolve an issue the player can ask the director, assistant coach, or a coach on any other TRAC Team or even the TRAC Director or anybody on the TRAC board if they feel more comfortable with them in the room. If they do not feel comfortable, then resort back to the flowchart and have the Parent/Guardian escalate to Team Director. **The idea still being the parent will not interact with the coach and 24 hours has gone by. If the player cannot resolve, then please follow the flow chart below/The TRAC Way.**

The flowchart below outlines the process of complaint resolution within the TRAC Way:



The TRAC Committee on line 6 of the flowchart will consist of the TRAC Director, a Regional Ambassador (first available), and a Director of a team that is not involved with the issue. Development personnel may also be used in the case where something might be more technical. If needed from the complainant, a member in the community at large can also be included in the discussions/outcome.