



Tri-Valley Minor Hockey Association Grievance Policy

This process is not meant to discourage communication about issues, only to formally outline how the complaint process works. History has shown when the process is followed it works well and problems occur when it's bypassed.

Grievance Resolution Process

Step 1: Parent and Coach

Most issues can be resolved informally with one-on-one communication between the parent and the coach. This should **NEVER** be done during a game or practice. It is strongly recommended that discussions to resolve complaints occur at least **24 hours** after the issue arises, when the excitement of the day has faded and logic and reason can compete equally with emotion. The 24-hour rule will support cool heads working to arrive at constructive solutions that are in the best interest of your child.

Step 2: Parent and Team Parent Rep

If your issue was not handled to your satisfaction or if it pertains to an administrative matter, please contact your Team Parent Rep. They will help you resolve it or refer the matter to Step 3.

Step 3: Director of Coaches or Director of Parent Representatives.

Depending on the nature of the issue, the Director of Coaches or the Director of Parent Representatives will attempt to resolve the issue with the parent, coach, and Team Parent Rep.

Step 4: TVMHA Board/ Review Committee

If Steps 1-3 has not succeeded in resolving the matter, TVMHA members may file a written complaint with the Board. The President will appoint a review committee to investigate and resolve the issue. The dispute resolution process as outlined in the TVMHA By-laws and USA Hockey By-laws Section 10 will guide the hearing process.

Step 5: Appeals

Members in good standing retain their right to appeal the findings of the review committee to the TVMHA Board, Norcal, CAHA, and USA Hockey per the process outlined in the TVMHA, Norcal, CAHA, and USA Hockey By-laws. Notice of appeal must be given in writing within 10 days from receipt of decision and a written statement of why the decision should be overruled shall be given within 30 days from receipt of decision. All supporting document is required for review. Suspensions or sanctions imposed by the Review Committee remain in force until amended by the appropriate appellate authority.

Notes:

Serious issues relating to the health or safety of our players must be addressed immediately. TVMHA Board meetings are for the purpose of managing the business and organizational affairs of the Club. Complaint hearings **WILL NOT** be conducted at Board meetings.

Print Players Name: _____

Parents Signature: _____ **Date:** _____

I have read and understand the procedure