



# Golden Wolves Hockey Incident Report – Grievance Form

## Section I: Complainant Information *(Must be completed for form to be accepted)* Date: \_\_\_\_\_

Individual filing complaint: *(hereafter called "Complainant")* Name: \_\_\_\_\_

Address: \_\_\_\_\_

Day Ph.# (\_\_\_\_\_) \_\_\_\_\_ Eve. Ph.# (\_\_\_\_\_) \_\_\_\_\_ Cell Ph.# (\_\_\_\_\_) \_\_\_\_\_

The best time to contact me is: \_\_\_\_\_  A.M.  P.M. *Please use* -  Day phone  Eve phone  Cell phone

Please contact me by electronic mail - Email address: \_\_\_\_\_

Role of Complainant re: this specific incident (Please check appropriate box)

Coach  Parent  Player  Official  Spectator  Other \_\_\_\_\_

## Section II: Respondent Information *(Must be completed for form to be submitted)*

Individual(s) whom complaint is being filed: *(hereafter called "respondent")* Name: \_\_\_\_\_

Address: \_\_\_\_\_

Day Ph.# (\_\_\_\_\_) \_\_\_\_\_ Eve. Ph.# (\_\_\_\_\_) \_\_\_\_\_ Cell Ph.# (\_\_\_\_\_) \_\_\_\_\_

The best time to contact me is: \_\_\_\_\_  A.M.  P.M. *Please use* -  Day phone  Eve phone  Cell phone

Please contact me by electronic mail - Email address: \_\_\_\_\_

Role of Respondent re: this specific incident (Please check appropriate box)

Coach  Parent  Player  Official  Spectator  Other \_\_\_\_\_

## Section III: Nature of Complaint: (Complainant to complete)

Code of Conduct  Harassment  Abuse  Other *(Specify)* \_\_\_\_\_

Please describe the complaint, identifying the facts and issues, against the respondent.

*(If not enough room, please provide additional information on page 2)*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Attempts made at team level to resolve  Yes  No *(If No please provide reason)*

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Day/Month/Year

\_\_\_\_\_  
Signature of Complainant



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*(Outline briefly the circumstances surrounding your grievance in the space below)*

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<p><b>Day/Month/Year</b></p>	<p><b>Signature of Complainant</b></p>
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## Golden Wolves Hockey Incident Report – Grievance Form

Golden Wolves Hockey ("GWH") is an organization that proudly serves several hundred members that fall into one or more of the following categories: skater, parent, coach, volunteer, team manager, referee, or other participant (individually, a "**Member**" or collectively "**Members**"). Due to the size of GWH and the diversity of its Members, GWH recognizes that from time to time certain incidents may occur that result in a dispute, disagreement, or misunderstanding (hereinafter, referred to as a "**Grievance**") among Members.

In the event of a Grievance, GWH strongly encourages its Members to try and peacefully resolve the Grievance among themselves. However, in the event that is not possible, GWH desires to assist its Members in resolving the Grievance in an orderly, fair and consistent manner. In order to accomplish that objective, GWH adopted and relies upon the Grievance Procedures outlined in the team handbook and noted in the official **GWH Incident Report – Grievance Form**.

When a disagreement occurs and a coach, player, or parent has a resulting issue to be resolved, they are asked to wait 24 hours before discussing their concern with the appropriate party. Whether this issue is labeled as coaching error, teammate interference, parent conflict, or any other of a number of possible situations, it is very important that all parties involved take the full 24 hours before taking the next step.

This helps to remove or decrease the emotional element so that the actual issue can be resolved quickly, in a civilized manner, and to everyone's satisfaction.

This rule is effective because it:

- Allows each party involved during an issue to step back and clear the initial emotional elements
- Provides a clear and concise process for problem resolution
- Gives a clear understanding of what is expected from all parties involved
- Promotes direct communication
- Provides an avenue of fairness and opportunity to every parent, player, and coach

The Grievance Procedures give Members a forum for having their Grievances heard and resolved in an orderly manner. The Grievance Procedures were written to provide for a "loose" governing structure with respect to responding to a Grievance so that the President, Advisory Board, Coaches, Parents and Players enjoy as much flexibility as reasonably possible to deal with a variety of Grievances that will arise from time to time. Should a Member have any questions regarding Grievance Procedures, please contact the President.

Additional information regarding GWH grievance policy and procedures can be found in the team handbook. Please refer to these procedures before filing an official Grievance.

***LET'S ALL WORK TOGETHER TO HAVE A GREAT SEASON !***