

## **GRIEVANCE/COMPLAINT PROCEDURE**

### **Grievance Policy**

#### Westerville Warcats Hockey Association Grievance Procedure

It is the intent of the WWHA Board of Directors to provide an opportunity for coaches, managers parents, and players with a reasonable procedure for addressing and resolving complaints. In order to ensure a respectful and professional experience, the Board insists that all parties follow the grievance procedures as presented.

If the grievances involve accusations outside the normal scope of the Association or are of a criminal nature, the proper authorities should be contacted before any grievance process begins. Any grievances related to your High School need to be addressed with the appropriate Athletic Director and/or Principal.

***Should your grievance concern the physical mistreatment of any child, please send an e-mail to the WWHA President immediately.***

We have designed our Grievance Policy to provide a process whereby an individual can communicate an issue or concern for review and resolution. Please help us by adhering to the following guidelines.

Any complaint from the WWHA Community - including but not limited to a player, manager, coach or parent - should be resolved informally with the team manager or coaches, in a spirit of compromise and conflict avoidance. If the complaint is about the manager or head coach or following the inability to resolve the complaint in good faith with the manager or head coach, the complaint should be brought to WWHA Board.

A formal complaint should be submitted in writing to the Board to be referred to the appropriate committee. The complaint must identify the person or persons making the complaint, describe the efforts made to informally resolve the complaint, and set forth all facts and matters to be considered and the relief or remedy sought.

#### **The procedures are as follows:**

##### **1. Cooling-off period.**

Under no circumstances will grievances be discussed on the same day or in public. Parties must wait at least 24 hours before taking action. All parties must agree to not participate in any conversations where the grievance procedure has not been followed. [This does not apply to matters involving 'physical mistreatment' of any players, or matters involving criminal conduct. Upon the occurrence of such matters, the President of the Association should be contacted immediately.]

##### **2. Grievance form.**

Prior to any conversations being held, a grievance form must be completed and submitted to a WWHA board member. (Forms can be found at [Warcats.org](http://Warcats.org)). Once a written grievance is received, a special board meeting will be scheduled within one

week for review and discussion by all board members. As many as 3 board members will be selected at this time to hold a meeting with both parties.

### 3. Grievance Meeting.

The Vice President will contact both parties and arrange a time to meet, within one week (if reasonably possible), in order to resolve the issue. Both parties must agree to conduct themselves professionally and respectfully at all times. Both parties will be given a copy of the grievance prior to meeting.

### 4. Grievance Board Meeting.

In the event the issue is not resolved to satisfaction, a meeting with both parties will be scheduled and held with the WWHA board in order to resolve the issue. Any determination of the Board in this regard will be final.

6. In the interest of protecting the family-oriented environment of the Westerville Warcats Hockey Association, it is imperative that this policy be followed by all. Failure to follow this policy may result in punitive action by the WWHA Board, which may include, but not be limited to dismissing the grievance.

Please remember that the WWHA Board is made up of volunteers and that the Warcats are a Youth Sports Organization. Be cognizant of the fact that our decisions involving grievances will be what we feel is in the best interest of the children in our program. All decisions of the WWHA Board shall be final.

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