

BYHA GRIEVANCE PROCEDURE

BYHA understands that at times incidents may occur which result in a dispute, disagreement, or misunderstanding (hereinafter, referred to as a "Grievance") among members (player, parent, coach, volunteer, team manager, or other.) In the event of a Grievance, BYHA encourages its members to try and peacefully resolve the Grievance among themselves. However, in the event that self-resolution is not possible, BYHA will assist its members in resolving the Grievance. The following Grievance Policy is intended to provide an orderly, fair and consistent structure to this process.

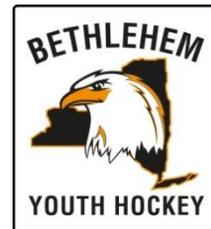
Grievance Procedures

The Grievance Procedure is a stepwise process that is designed to resolve the issue at the individual level first, escalating to the Disciplinary Review Committee (DRC) if necessary. The process to file a Grievance must be followed exactly as outlined to ensure that the resolution achieved is the result of a fair and consistent process. Failure to follow these specific steps will result in dismissal of the Grievance. The specific steps are as follows:

- 1. Quiet Period:** Before the formal Grievance process can be initiated, the Complainant must honor a twenty-four (24) hours "Quiet Period" after the incident occurred for which the Grievance is being filed. After the Quiet Period passes, the Complainant may start the formal Grievance process. *The BYHA requirement for a Quiet Period is not to make it difficult to initiate a Grievance, but to discourage frivolous Grievances from being initiated. BYHA expects Members to file a Grievance only under serious and/or difficult circumstances.*
- 2.** After the Quiet Period has passed, the Complainant is encouraged to discuss the Grievance Incident with another member, such as a Coach, Level Coordinator, team manager, parent, or even the adverse party to the Grievance, to determine if an amicable resolution of the Grievance is possible without the need for filing an official Grievance. If the Grievance Incident pertains to a Coach, the Complainant is encouraged to discuss the Grievance Incident with the Coach prior to proceeding to step 3.
- 3.** If Complainant does not wish to discuss the Grievance Incident with another individual as suggested in Step #2 above, or, if Complainant discusses the Grievance Incident with another individual and no satisfactory resolution is achieved, then Complainant may complete the BYHA Grievance Submission Form which must be e-mailed to the Disciplinary Review Committee Chairman (*see BYHA website for current seasons Chairman and members*) within five (5) days after the Grievance Incident occurred, or the Grievance will not be reviewed. *The requirement that the Grievance be submitted in writing to the DRC Chairman using the Submission Form is to ensure that each Grievance is carefully documented and understood by those that review the Grievance.*
- 4.** Upon receipt of the Submission Form, the DRC Chairman will confirm receipt of the Submission Form with Complainant. If any member of the DRC has a conflict of interest in this matter, an

alternate BYHA member may be appointed to the DRC by the BYHA President. The DRC will then review the Submission Form and conduct an investigation of the Grievance to the extent that the DRC deems necessary, in order for the DRC to fully understand the Grievance presented. The Complainant will be required to make themselves available to the DRC as part of the investigation. If a Complainant fails to make themselves available in a timely manner at the request of the DRC, the Grievance will be dropped and no further action or appeal will be considered. Upon completing the investigation, the DRC may: (i) independently try and resolve the Grievance in any manner that the DRC believes is in the best interest of all parties involved with the Grievance; and/or (ii) the DRC may decide to forward the Grievance to the BYHA Board for review.

5. Once the DRC makes its independent decision regarding the Grievance, that decision will be communicated to Complainant and any other parties involved in the Grievance and will also be reported to the BYHA President and BYHA Board. The Grievance will then be deemed closed. However, if Complainant is not satisfied with the decision made by the DRC, the Complainant may appeal the decision by completing the BYHA Grievance Appeal Form (the "Appeal Form"), and emailing the Appeal Form to the BYHA President within five (5) days after the DRC communicates the decision to Complainant. If Complainant fails to file the Appeal Form within that time, the matter will be deemed closed, the ruling of the DRC will stand, and no further actions will allowed in this matter by the Complainant.
6. Upon receipt of a timely filed Appeal Form, the BYHA President, upon completing an investigation to the extent the President believes is necessary and appropriate, will make a decision to: (i) support the decision of the DRC; or (ii) to forward the Appeal Form to the BYHA Board to be reviewed by and decided upon by the Board at its next regularly scheduled meeting. In certain circumstances, as deemed appropriate by the BYHA President, a special Executive Session Board meeting may be called to discuss the Grievance appeal.
7. Upon being referred a Grievance, the Board may conduct investigations and carry out other fact finding procedures as the Board feels appropriate in order to gain as much information about the Grievance as the Board believes is necessary to make an appropriate decision/resolution regarding the Grievance. Once the Board completes its investigation, the Board will make a decision/resolution regarding the Grievance and will communicate that decision/resolution to the Complainant and other parties involved in the Grievance. The President will then disseminate the decision/resolution of the Board to other Members that the President believes should be made aware of the decision/resolution.
8. All decisions/resolutions made by the BYH Board are final and are not subject to further appeal through BYHA.
9. All Grievances will be dealt with in a reasonably timely manner. However, the Grievance Procedures purposely do not provide specific timeframes or deadlines for resolving Grievances by the DRC, the President, or by the Board in order to provide them with flexibility as they carry out their respective responsibilities under these Grievance Procedures.



Grievance Submission Form

Email to: BYHA Disciplinary Review Committee Chairman (*email found on BYHA website*)

Day & Date of Incident: _____ Time: _____ AM/PM

Location: _____

You are a: Skater Parent Head Coach Asst. Coach
 Referee Spectator Other

Describe Incident [Please attach additional pages if necessary]:

Others who may have witnessed the Incident: _____

Name Printed

Signature

Date

Address: _____

Phone: (Day) (____) _____ (Evening) (____) _____

E-Mail Address: _____

The following is for use by BYHA

Grievance # _____

Date Received: _____

Action(s) Taken: _____

Outcome/Resolution: _____

Notes Regarding Incident: _____
