Grievance Procedures

Background

The Cleveland Heights Hockey League (CHHL) recognizes that from time to time incidents may occur that result in a dispute, disagreement, or misunderstanding among Members. "Members" include all registered parents or legal guardians of children in the CHHL, as well as coaches, team managers, referees, and other volunteers. The CHHL strongly encourages its Members to try to peacefully resolve such issues among themselves .

When such an issue cannot be resolved directly by the Members involved, any Member involved may use the following procedures to have the CHHL help to resolve the issue in an orderly, fair and consistent manner.

Grievance Procedures

Issues that cannot be resolved directly by the Members rise to the level of a "Grievance" only when a formal Grievance Form is submitted to the CHHL in the manner set out in the following procedure. Members who want the CHHL to help them resolve Grievances must follow these procedures, in order, so that the Grievance may be resolved fairly and consistently. Failure to follow these steps may result in an invalid Grievance submission that may not be reviewed. Please follow the following steps, in order:

1. Wait at least twenty-four (24) hours (the "Cooling Off Period") after the incident (the "Grievance Incident") that prompted the desire to submit a Grievance to the CHHL for resolution. After the Cooling Off Period passes, you may continue to the next step in the Grievance Process. The CHHL requires the Cooling Off Period not to make it difficult to initiate a Grievance, but to discourage frivolous Grievances from being initiated and so Members will submit a Grievance to the CHHL only under serious or difficult circumstances.

2. After the Cooling Off Period, the CHHL encourages Complaining Member to discuss the Grievance Incident with another Member, such as a coach, team manager, parent, or even the other person or persons involved in the Grievance Incident, to determine if a resolution is possible without the need for submitting a Grievance to the CHHL.

3. If you do not wish to discuss the Grievance Incident with another person as recommended in Step 2 above, or if you did and did not resolve the Grievance Incident, and you still want the CHHL to help you resolve the Grievance, then you must complete a Grievance Submission Form (the "Submission Form"). The Submission Form is available on the CHHL website at www.heightshockey.com (the "CHHL Website"). Once you complete the online Submission Form, print a completed copy of the Submission Form and sign and date the Submission Form and deliver an original signed copy of the Submission Form to the Head of Program or to any member of the Advisory Board. You

must complete the Submission Form within thirty (30) days after the Grievance Incident occurs, or the Grievance may not be reviewed

4. Upon receipt of the Submission Form, the Rules and Grievance Committee of the CHHL Advisory Board will form a Grievance Panel to investigate and resolve the Grievance. The Grievance Panel will consist of the Head of Program and two members of the Advisory Board. The Grievance Panel will immediately confirm receipt of the Submission Form and then conduct an investigation of the Grievance to the extent deemed necessary to fully understand the Grievance described in the Submission Form.

5. Upon completing the investigation, the Grievance Panel will vote and render a decision in accordance with the majority vote, and notify everyone involved in the Grievance of the decision. The CHHL will make a record of the resolution of the Grievance, and the Grievance will then be closed.

6. If anyone involved in the Grievance Incident is not satisfied with the decision of the Grievance Panel, they may ask the Advisory Board to reconsider the decision by completing a Grievance Appeal Form (the "Appeal Form") on the CHHL Website. The Appeal Form must be completed within ten (10) days after the CHHL communicates the decision of the Grievance Panel. If the Appeal Form is not timely filed, then the Advisory Board may decide that the decision will stand without reviewing or considering the Appeal Form.

7. Upon receipt of a timely filed Appeal Form, the Advisory Board will discuss the appeal and complete any additional investigation believed to be necessary and appropriate. The Advisory Board will then vote on the Grievance Panel's recommendation or other resolution. At least half the Advisory Board must vote in favor of the final decision, and the Head of Program has a vote to break any ties.

8. That decision will be considered final and not subject to any further appeal. The Head of Program will notify the people involved in the Grievance Incident of the Appeal Decision. Any Member may obtain a copy of any decision following an Appeal.

9. All Grievances will be dealt with in a reasonably timely manner. But the Grievance Procedures purposely do not provide specific timeframes or deadlines for resolving Grievances by the Rules and Grievances Committee or the Head of Program to provide them with flexibility as they carry out their respective responsibilities under these Grievance Procedures.

Conclusion

The Grievance Procedures were written to provide for a "loose" governing structure with respect to responding to a Grievance to provide as much flexibility as possible in

determining a resolution of the Grievance Incident. Should a Member have any questions regarding Grievance Procedures, please contact the Head of Program.