

GRIEVANCE PROCEDURES

EASTON YOUTH HOCKEY ASSOCIATION

ADOPTED JUNE 6, 2011

Objective

Due to the size of Easton Youth Hockey Association (EYHA) and the diversity of its Members, EYHA recognizes that from time to time certain incidents may occur that result in a dispute, disagreement, or misunderstanding (referred to as "Grievances") among Members.

It is the intent of the EYHA Board of Directors to provide an opportunity for members (coaches, parents, players) to express their concerns and receive a timely and appropriate response. In order to ensure a respectful and professional experience, the board insists that coaches, parents, players and board members follow the Grievance Procedures as presented.

Grievance Procedures

The Grievance Procedures are a series of escalating steps. Members desiring to file a Grievance must adhere to these procedures, in proper order, so that Grievances may be resolved fairly and consistently. Failure to follow these steps may result in an invalid Grievance that may not be reviewed. The specific steps are as follows:

1. **Cooling off period (24 hours)**: There are to be no spontaneous grievance related conversations immediately following a game or practice. Players and parents agree to wait at least 24 hours after a game or practice prior to initiating a conversation with a coach, ace coordinator, or board member. Coaches, ace coordinators, and board members agree to not participate in any conversations where the grievance procedure has not been followed.

2. **Grievance form**: Prior to any conversations being held between a parent, coach, ace coordinator, or board member the **EYHA Grievance Form** (Form is available on the www.eyhaicedragons.com website) must be completed by the complainant and emailed to the EYHA Vice-President at eyhaicedragons@gmail.com.
 - The Vice President will be responsible for delivering the form to the appropriate party (coach, ace coordinator, or board member) to which the grievance is being submitted. This will allow the coach, ace coordinator or board member the opportunity to be prepared to discuss the issue.
 - Complainant must properly file the Submission Form within thirty (30) days after the Grievance Incident occurs, or the Grievance may not be reviewed.
 - The Vice President will confirm receipt of the Submission Form and assign the Grievance Submission a number.

3. **Initial Meeting**: The coach, ace coordinator, or board member will contact the complainant to arrange a time to meet with the parent and player (if appropriate) in order to resolve the issue. Both parties agree to conduct themselves professionally and respectfully at all times.

4. **Vice President Involvement:** In the event the issue is not resolved to the satisfaction of the parent, coach, ace coordinator or board member:
 - The Vice President will review the Submission Form and conduct an investigation of the Grievance to the extent that he/she can to fully understand the Grievance described in the Submission Form.
 - Upon completing the investigation, the Vice President may try and resolve the Grievance in any manner that he/she believes is in the best interest of all parties involved with the Grievance.
 - Or the Vice President may request a meeting with the parties involved in order to resolve the issue.

5. **Decisions/Resolutions:** If the Vice President makes an independent decision/resolution regarding the Grievance, then that decision/resolution will be communicated to Complainant and any other parties involved in the Grievance and will also be reported to the President. The Grievance will then be deemed closed.

6. **Appeal Process:** However, if Complainant is not satisfied with the decision/resolution of the Vice President then Complainant may appeal the Vice President's decision/resolution by completing the **EYHA Grievance Appeal Form** (Form is available on the www.eyhaicedragons.com website), and emailing the Appeal Form to the President at eyhaicedragons@gmail.com.
 - Complainant's appeal must be filed within ten (10) days after the Vice President communicates the decision/resolution made by the Vice President to Complainant.
 - If Complainant fails to file a timely Appeal Form, then the President may, in his or her discretion, decide that the Vice Presidents decision/resolution will stand without reviewing or considering the Appeal Form.
 - Upon receipt of a timely filed Appeal Form, the President, upon completing an investigation to the extent the President believes is necessary and appropriate, will make a decision to: (i) support the decision/resolution of the Vice President; or (ii) to forward the Appeal Form to the Grievance Committee to be reviewed by and decided upon by the Grievance Committee.
 - If the President decides to support the decision/resolution of the Vice President, then that decision/resolution will be considered final and not subject to any further appeal. The President will communicate its decision to the Complainant and to other interested parties, whether or not involved in the Grievance, within a reasonable timeframe after the President makes that decision.

7. **Grievance Committee ("GC"):** In the event the issue is not resolved, and a Grievance Committee has been formed, the Vice President will bring the grievance to said Committee. A meeting maybe scheduled at the request of the complainant.

Grievance Committee Members are the Vice President, Ace Coordinator, and Parent Representative. When the committee is needed to resolve an issue the Ace Coordinator and Parent Representative will be from a division not directly impacted with the grievance. For example: If the grievance is filled by a Peewee parent the Ace Coordinator and Parent Representative will be either a Mini-Mite, Mite, Squirt or Bantam level not the Peewee level.

The Committee has the authority to make decisions/resolutions with respect to any Grievance referred to the Grievance Committee and the authority to communicate those decisions/resolutions to Complainant and to any other parties involved in the Grievance.

- Upon being referred a Grievance, the GC may conduct investigations and carry out other fact finding procedures as the GC believes is appropriate in order to gain as much information about the Grievance as the GC believes is necessary in order to make an appropriate decision/resolution regarding the Grievance.
- Once the GC completes its investigation, the GC will make a decision/resolution regarding the Grievance and will communicate that decision/resolution to the Complainant and other parties involved in the Grievance and to the President, assuming that the President was not a member of the GC with respect to the Grievance being appealed.
- The President may then disseminate the decision/resolution of the GC to other Members that the President believes should be made aware of the GC's decision/resolution.

9. **Grievance Committee Decisions/Resolutions:** Any decision/resolution of the GC is final and is not subject to further appeal.
10. **Grievance Procedure Time Frame:** 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 Vice President, the President, or by the Grievance Committee in order 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 so that the Vice President, the President and the Grievance Committee 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 Vice President eyahicedragons@gmail.com .