



TYH Complaint/Resolution Policy

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RESOLUTION COMMITTEE

The Resolution Committee will consist of the Safety Officer and at least two of the following: President, Vice President, Past President, Treasurer, Secretary, or Board member. No committee member who is involved in the complaint or has a child on the team from which the complaint originated shall serve on the committee. Should the child of the safety officer, the safety officer themselves or the team of the Safety Officer's child be involved, another board member will take the lead of the committee. If it is not directly the Safety Officer's child or the Safety Officer themselves, the Safety Officer may be present at the committee meeting regarding the team their child is affiliated with but will not be a voting member of final decisions.

TYHA PROCEDURE FOR CONFLICTS/ISSUES (INCLUDING APPEALS PROCEDURE)

Identifying and addressing problems or concerns can be challenging. Therefore, we have established this procedure to resolve conflicts/issues as well as to appeal disciplinary decisions. TYHA also follows the "24 Hour Rule" for coaches, parents, players, and fans. The 24 hour rule is complainants must wait 24 hours before approaching personnel they may have a complaint against. **NOTE:** This rule does not apply to time-sensitive incidents that may require law enforcement intervention.

EXAMPLE: If a parent has an issue with a coach's decision in a game or at practice, the parent may not approach the coach with the issue until at least 24 hours have passed since the incident.

CONFLICT/ISSUE RESOLUTION

1. TYHA encourages parents to take the initiative in resolving conflicts that they or their player may have with other team members, parents, and/or coaches through respectful communication directly with those involved.
2. If the issue cannot be resolved in step 1, the team manager is the first line of official communication for all parents and players. The complaint must be presented to the team manager, who should notify the Head Coach, TYHA Secretary, and Safety Officer for information purposes only. At this point, the Head Coach is responsible for resolving the issue within the team.
3. If the problem is such that the Head Coach is unable to resolve the conflict, it should be escalated to the Safety Officer for resolution. The Safety Officer may seek advice from the appropriate Head Coach, Manager, and/or other board members. If the incident can still not be resolved by the Safety Officer, the following guidance will be followed:
 - a. The matter may be brought to a formal resolution committee for the specific event, formed of Board Members with the least attachment to the incident being resolved. The committee's duties will be to investigate the allegations and weigh the founded information against TYHA Guidance, WAHA Guidance, and USAH Guidance.
 - b. Each instance will be handled on a case-by-case basis. Resolution Committee members will weigh all information into the final decision. Examples of considerations being weighed include,

but are not limited to, the severity of the issue (is it a zero-tolerance action), SafeSport-related matters, recurrence of the issue, etc.

- c. If TYHA receives a letter from WAHA requesting a response to a zero-tolerance violation by a coach, player, parent, or fan, TYHA will form a Resolution Committee for that specific incident as well.
4. The Resolution Committee will review the matter in a reasonable time frame (usually within 48-96 hours after notification) and provide next steps for the parties involved.
5. If requested, the individual(s) against whom the complaint has been filed shall appear before the Resolution Committee and be asked to respond to the matter.
6. The Resolution Committee, acting in the best interests of TYHA and the youth they support, will further investigate the complaint as deemed appropriate and is authorized to enforce disciplinary actions as appropriate. These actions may include, but are not limited to, written warnings and/or temporary or permanent suspension from the program.
7. All actions taken by the Resolution Committee will be communicated only to the individuals involved during a closed session or by an official letter or email.
8. The individual(s) against whom the complaint has been filed may appeal the decision once to a formal Resolution Committee. The Resolution Committee will have at least two board members who were not on the original resolution committee that issued the initial decision on the incident being appealed. The appeal complaint must be submitted to the President and Vice President in writing.

Any conflicts or violations of the code of conduct should be reported to the TYHA Board members by completing the appropriate form at [Youth Hockey Complaint Form](#).

AGREEMENT

I understand and acknowledge that I have read the TYH HANDBOOK and agree to the terms.

Signature

Date