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## GRIEVANCE POLICY

### OBJECTIVE

The Nashoba Youth Hockey Association Inc. (NYHA) is committed to maintaining a positive, supportive, and respectful environment for all participants, coaches, volunteers, and families. We recognize that, at times, concerns or conflicts may arise.

Our goal is to promote open communication, ensure fairness, and resolve issues in a way that supports our values of respect, teamwork and sportsmanship. The Grievance Policy reflects our belief that resolving conflicts effectively strengthens our community and enriches the experience of all members.

### GRIEVANCE PROCEDURES

These procedures outline a process for individuals to address complaints, disputes, or other significant concerns (hereafter "grievance"). Additionally, this process is intended to provide individuals with a forum to communicate with the NYHA Directors and Board Members when all other attempts to resolve a grievance have failed.

Members wishing to file a grievance report with NYHA must adhere to the following process:

**STEP 1      Cooling off period**

Members must abide by the 24 hour cooling off period, in which it is recommended that members consider the situation and their perspective for at least 24 hours prior to discussing/reporting a grievance. ***Note: this does not apply to emergency situations involving the health & safety of a minor child.***

**STEP 2      Initial Discussion**

When possible, members are encouraged to discuss any grievances, in a private and respectful manner, directly with the Head Coach and/or individual(s) immediately involved in or having knowledge of the issue. Ideally, most issues will be resolved at this level.

**STEP 3      Grievance Report Form**

If the grievance remains unresolved, individuals may file a Grievance Report with NYHA. Reports are received and reviewed by the NYHA President and Vice

President (Director of Resources). The President and/or Vice President will be in contact with the individual who filed the report within 5 business days. The NYHA President will determine whether an issue will be forwarded to the Disciplinary Committee.

**STEP 4****Investigation**

When determined that further information is required, the President, Vice President, and/or Disciplinary Committee will review information gathered during an investigation (i.e Grievance Report Form, Head Coach/Age Level Director verbal report(s), communication with involved parties, video footage, emails, text messages, social media posts, or other electronic information shared with us, or any other related information not previously listed).

**STEP 5****Decisions/Resolutions**

The President, Vice President, and/or Disciplinary Committee will identify a fair resolution to the grievance. If the President, Vice President or a member of the Disciplinary Committee is an involved party, the NYHA President or Vice President will appoint a neutral party to replace the affected member.

**STEP 6****Communication of Decision**

The President will report the decision to all parties involved within 5 business days of the determination of the decision. All decisions made by the President, Vice President, and/or Disciplinary Committee will be final, and the Grievance will be considered resolved.

**GRIEVANCE REPORT FORM**

Grievance Report Forms must be completed online: [Grievance Report Form](#)

- NYHA requires that all Grievance Reports identify all involved parties.
- Anonymous Grievance Reports will be discarded, and no action on the grievance will be taken.
- NYHA makes every effort to protect information shared in the Grievance Report but does not guarantee anonymity.

**NON-DISCRIMINATION STATEMENT**

It is NYHA's policy that no individual shall be discriminated against in any way for using this procedure. Discouraging individuals from using this procedure will not be tolerated and will be considered a violation of our Code of Conduct.

**SAFESPORT VIOLATIONS**

This policy is not intended to replace the USA Hockey/Safe Sport Reporting Policy. If you suspect verbal, physical, or sexual abuse of a NYHA member child, follow the reporting procedures found here: [Safe Sport Program Reporting Policy](#)