



Member Grievance Resolution Policy

Purpose

The Baltimore Youth Hockey Club (BYHC) is committed to providing a positive, respectful, and safe environment for all members.

Most concerns can be resolved through open communication. This policy outlines the process for addressing concerns while encouraging respectful dialogue and resolving issues at the lowest appropriate level whenever possible.

Guiding Principles

Members are expected to:

- Assume positive intent.
- Communicate respectfully.
- Observe a 24-hour cooling-off period.
- Encourage player self-advocacy.
- Follow the concern resolution process before escalating concern

Step 1 – Cooling-Off Period

Parents and players should wait at least **24 hours** before discussing concerns related to coaching decisions, playing time, positions, game strategy, or other emotionally charged issues.

This waiting period does *not* apply to concerns involving player safety, abuse, harassment, bullying, discrimination, or other urgent matters.

Step 2 – Player Self-Advocacy (12U and Older)

Youth sports provide an opportunity to develop confidence, communication skills, and self-advocacy that extend beyond the rink. Beginning at the 12U level, BYHC encourages players to communicate directly with their coach whenever appropriate.

Parents are encouraged to support their player through these conversations. If the concern remains unresolved, or is not appropriate for the player to address independently, parents should then contact the coach.



Step 3 – Parent/Coach Discussion

Most concerns can and should be resolved through a private, respectful conversation with the Head Coach or individual directly involved.

Step 4 – Formal Grievance Submission

If the concern remains unresolved, members may submit a written grievance to the Club. Members should expect acknowledgment of their grievance within one week.

Step 5 – What Happens After a Grievance is Submitted

The Executive Board will review the grievance and determine the appropriate individual, committee, or Club representative to address the concern.

The Club may gather information from the individuals involved and review relevant communications, policies, or other documentation. Members are expected to cooperate with the review process and provide accurate information when requested. BYHC will make reasonable efforts to address grievances fairly, consistently, and as promptly as circumstances allow. The individual submitting the grievance will be notified when the review is complete, but the Club may not be able to share information about personnel or disciplinary matters.

Immediate Reporting

This policy does not replace the USA Hockey SafeSport Reporting Policy.

[SafeSport Reporting Policy](#)

Concerns involving player safety, suspected abuse, harassment, bullying, discrimination, hazing, retaliation, or other SafeSport violations should be reported immediately through the appropriate reporting channels and do not require completion of the steps above.

Coaching Decisions

The following are generally considered coaching decisions and are not subject to formal appeal:

- Ice time
- Line combinations
- Position assignments
- Player roles



Baltimore Youth Hockey Club - PO Box 35 - Glyndon, MD 21071

- Team strategy
- Tryouts
- Team assignments

Parents and players are encouraged to discuss these topics respectfully with the coach. Disagreement with a coaching decision alone does not constitute grounds for Club intervention.

Anonymous Complaints

Anonymous complaints generally will not be investigated unless they involve player safety or other serious allegations.

Retaliation

BYHC prohibits retaliation against any individual who, in good faith, raises a concern or participates in this process. Retaliation may result in disciplinary action.

Respectful Communication

All participants in the concern resolution process are expected to communicate respectfully. Threatening, abusive, harassing, or retaliatory behavior may result in disciplinary action under BYHC policies and the USA Hockey Code of Conduct.