



Columbus Chill Youth Hockey Association

Grievance Procedures

Background

Columbus Chill Youth Hockey Association ("CCYHA") is an organization that proudly serves several thousand members that fall into one or more of the following categories: skater, parent, coach, volunteer, team manager, referee, or other participant (individually, a "**Member**" or collectively "**Members**"). Due to the size of CCYHA and the diversity of its Members, CCYHA recognizes that from time to time certain incidents may occur that result in a dispute, disagreement, or misunderstanding (hereinafter, referred to as a "**Grievance**") among Members.

In the event of a Grievance, CCYHA strongly encourages its Members to try and peacefully resolve the Grievance among themselves. However, in the event that is not possible, CCYHA desires to assist its Members in resolving the Grievance in an orderly, fair and consistent manner. In order to accomplish that objective, CCYHA adopted and relies upon the following Grievance Procedures. The Grievance Procedures give Members a forum for having their Grievances heard and resolved in an orderly manner.

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. Before the formal Grievance process can be initiated, the aggrieved Member ("**Complainant**") must wait until at least twenty-four (24) hours (the "**Cooling Off Period**") after the incident occurred that prompted the desire to file a Grievance (the "**Grievance Incident**"). After the Cooling Off Period passes, the Complainant may start the formal Grievance process. CCYHA implemented the requirement that the Cooling Off Period must pass before the formal Grievance process can be initiated not to make it difficult to initiate a Grievance, but to discourage frivolous Grievances from being initiated since CCYHA expects Members to file a Grievance only under serious and/or difficult circumstances.
2. After the Cooling Off Period has passed, Complainant is encouraged to discuss the Grievance Incident with another Member, such as a coach, team manager, parent, or even the adverse party to the Grievance, to determine if a resolution of the Grievance is possible without the need for filing a Grievance.



3. If Complainant does not wish to discuss the Grievance Incident with another as suggested in Step #2 above, or, if Complainant does discuss the Grievance Incident with another and there is not a satisfactory resolution of the Grievance Incident and Complainant still wishes to pursue a Grievance, then Complainant must complete a CCYHA Grievance Submission Form (the "**Submission Form**"). The Submission Form is available on the CCYHA website at www.CCYHA.org (the "**CCYHA Website**"). Once Complainant completes the Submission Form, then the Submission Form must be emailed to the CCYHA Grievance Coordinator (the "**Grievance Coordinator**") at president@ccyha.org. In addition, Complainant must print a completed copy of the Submission Form and must sign and date the Submission Form and mail an original signed copy of the Submission Form to CCYHA, P. O. Box 3243, Dublin, Ohio 43016, Attention: Grievance Coordinator. Complainant must properly file the Submission Form within thirty (30) days after the Grievance Incident occurs, or the Grievance may not be reviewed. The requirement that the Grievance must be in writing using the Submission Form is not to make it difficult to initiate a Grievance, but rather to make sure that each Grievance is carefully documented and understood by those that review the Grievance.
4. Upon receipt of the Submission Form, the Grievance Coordinator will assign a Grievance Number to the Grievance and will confirm receipt of the Submission Form with Complainant and provide Complainant with the Grievance Number assigned to the Grievance. Then, the Grievance Coordinator will review the Submission Form and conduct an investigation of the Grievance to the extent that the Grievance Coordinator deems necessary, in order for the Grievance Coordinator to fully understand the Grievance described in the Submission Form. Upon completing that investigation, the Grievance Coordinator may: (i) independently try and resolve the Grievance in any manner that the Grievance Coordinator believes is in the best interest of all parties involved with the Grievance; and/or (ii) the Grievance Coordinator may decide to forward the Grievance to the CCYHA Grievance Review Committee ("**GC**") for review. The Grievance Coordinator shall inform Complainant, any other parties involved in the Grievance, and the President of CCYHA (the "**President**") of the Grievance Coordinator's course of action.
5. If the Grievance Coordinator 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. However, if Complainant is not satisfied with the decision/resolution of the Grievance Coordinator, then Complainant may appeal the Grievance Coordinator's decision/resolution by completing the CCYHA Grievance Appeal Form (the "**Appeal Form**"), and emailing the Appeal Form to the President. The Appeal Form is available on the CCYHA Website. In addition, Complainant must print a completed copy of the Appeal Form and must sign and date the Appeal Form and mail an original signed



- copy of the Appeal Form to the attention of the President at the address set forth in paragraph 3 above. Complainant's appeal must be filed as described in the previous sentence within ten (10) days after the Grievance Coordinator communicates the decision/resolution made by the Risk Manager to Complainant. If Complainant fails to file a timely Appeal Form, then the President may, in his or her discretion, decide that the Grievance Coordinator's decision/resolution will stand without reviewing or considering the Appeal Form.
6. 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 Grievance Coordinator; or (ii) to forward the Appeal Form to the GC to be reviewed by and decided upon by the GC. If the President decides to support the decision/resolution of the Grievance Coordinator, 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. The GC has the authority to make decisions/resolutions with respect to any Grievance referred to the GC and the authority to communicate those decisions/resolutions to Complainant and to any other parties involved in the Grievance.
 8. 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. Any decision/resolution of the GC is final and is not subject to further appeal.
 10. 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 Grievance Coordinator, the President, or by the GC 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 Grievance Coordinator, the President and the GC 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 Grievance Coordinator. Finally, additional information regarding the structure and procedures of the GC are set forth in the GC By-Laws that are available on the CCYHA Website.