



1.0 Overview Section

1.1 Purpose:

The purpose of this policy is to provide a process where we can maintain an open and free exchange of information, share concerns, problems and complaints between parent reps, parents, guardians, coaches, volunteers, employees, and board members.

1.2 Scope:

This policy applies to all members of the association and people associated with West Salem Hockey Association.

1.3 Implementation:

Implementation is in accordance with Effective by Date.

1.4 Responsibilities:

Function Responsibility

Association Members (Parents/Guardians/ Volunteers)	Discuss issues or concerns with immediate parent rep and/or coach. Work to resolve issues with their coach as they arise or the coaches committee.
Parent Rep	Advise parents/volunteers of this policy; be open to discuss issues and concerns and work to resolve in a timely manner.
Coaches	Be aware of this policy and work with coaches committee and parent to resolve issues
Board Members	Advise parents/volunteers of this policy; be open to discuss issues and concerns and work to resolve in a timely manner. Assign members of the board to handle forms and tracking resolutions as appropriate.
Registrar	Ensure all parents review at time of registration.

2.0 General Policy Statement

It is West Salem Hockey Association's philosophy to maintain an open and free exchange of information, share concerns, problems and complaints between parent rep, parents, coaches, volunteers, employees, and board members. It is important that concerns and or problems be discussed and resolved in a timely manner. Most problems or concerns can be resolved between parents, parent reps, and coaches in the normal course of their interactions. In some cases, though, a personal problem, a policy interpretation or disagreement can be taken to a higher level. If anyone wants to talk to the coaches committee, or to a representative of the Board, the individual should feel free to do so and it is West Salem Hockey Association's policy to encourage this. No parent rep should discourage anyone in any way from discussing their problems with a higher level of the association or from seeking a review of any decision to a higher level. Parent rep, coaches should advise every person of this policy and encourage a review of any decision that the Association Member feels is improper or unfair.

3.0 WSHA Procedure

Step 1: All Association Members are encouraged to talk with their immediate team parent rep or coach about problems, questions, or concerns. In most cases, such a discussion will resolve the concern. If possible, WSHA requires a 24-hour cooling-off period before approaching a coach about a situation involving a game, coach, or player. If the situation is a SafeSport violation, immediate discussions should occur and necessary action should be taken.

Step 2: If the situation is not resolved after discussing it with the coach, contact via email the Coaching Committee to discuss the problem or concern, if game, coach, or player related. It is the responsibility of the parent rep, coaches, and the board to encourage Association Members to follow this course as a matter of Association policy and good practice.



Step 3: The last level of escalation is the WSHA Board of Directors. Steps 1 and 2 must be exhausted before proceeding to the President unless the situation does not involve the game, coach or player. The request must be in writing via the grievance form. The President may involve the WSHA Board for appropriate resolution according to the Grievance Process Section.

Directly involved parties will receive communication from the president of the board (or his/her designee) regarding the outcome of filed grievance the, within 48 hours, of the Board decision.

Repeat offenders will be subject to enhanced and/or expedited discipline by the WSHA Board, including the possible removal from the Association. If enhanced and/or expedited disciplinary action is required a meeting will be scheduled with members of the WSHA Board, the Player and/or Parents involved in the incident.

All Members of the Association are expected to follow the steps and report issues accordingly. If issues aren't reported, situations will not be addressed. Grievances will be addressed based on the level of severity. Members are expected to keep matters confidential and not spread rumors or discuss matters with anyone who does not have a need to know.

If the matter is still not resolved to your satisfaction, you do have the right to escalate to WAHA and/or USA Hockey.

5.0 Zero Tolerance Rules for Players and Parents/Guardians

1. At all levels there will be ZERO tolerance of verbal abuse, obscene or vulgar language and gestures, harassment, misconduct, or other behavior deemed to be abusive directed at the coach, assistant coach, team manager, referees, officials, teammates, opponents, fans or association officials.
2. This behavior will not be tolerated, and disciplinary procedures outlined in the player and parent code of conduct will be followed.
3. Parents are responsible for their child's behavior at all tournaments and team activities regardless of their child's age.
4. Any player or parent misconduct not specifically alluded to above, will be dealt with on an individual basis by the WSHA Board.

6.0 Grievance Process/Zero Tolerance Hearings

The Board of Directors who handle all zero tolerance violations and grievances will follow these general guidelines:

- 6.1** Parties will be notified of a grievance or zero tolerance hearing that concerns them by phone and will be emailed a written notification to the same effect. When the issue involves a player, notification will be to one of the parents involved. A special meeting may be called and all members notified to handle matters between board meetings. Ideally, the meeting should take place within seven days of notification to the involved parties.
- 6.2** Concerned parties may provide brief statements and answer brief questions from the board members at the meeting. Concerned parties may also submit written statements to the board about any incidents that are directly involved with the hearing.
- 6.3** After reading statements and or hearing all parties in attendance, the board will make a decision about possible outcomes by majority vote of board members present.
- 6.4** Directly involved parties will receive a phone message from the president of the board (or his/her designee) regarding the outcome of the hearing within 48 hours. A written letter confirming the phone message will be sent within one week. If the involved person is a player, one of the parents will be notified.
- 6.5** Minutes from the grievance and or zero-tolerance hearings will be kept by the secretary (or his/her designee). Record that a hearing occurred will be made in the general minutes, and visitors may be recorded as attendees to the usual monthly meeting, however, details will be recorded in separate record for the privacy of those involved and will not be published with the regular minutes.



Title: Problem Solving & Grievance Policy

7.0 Reference Documents

None

7.1 Distribution

Available to all on the WSHA website:

Board of Directors

Coaches

Parents

Members

Employees

Appendix - WSHA Grievance Form, available via WSHA website



Title: Problem Solving & Grievance Policy

Grievant Information

Name: _____ Date: _____

Team: _____

Email: _____ Phone: _____

Date, time and place of event leading to grievance:

Detailed account of occurrence (including names of persons involved, if any):

State policy or guidelines that you feel have been violated:

Proposed solution to grievance:

The grievant should retain a copy of this form for his/her records. The signature below indicates that you are filing a grievance, and any information on this form is truthful.

Signature:

Date:

Received by: