



## **MEMBER GRIEVANCE PROCEDURE**

(House and Travel Divisions)

It is recognized that there may be instances where a member is not satisfied with a particular situation, or a problem may arise in relation to some aspect of the hockey season, the particular team, or other issues. It is recommended that the member start with the '24 hour rule'. That is, wait for a period of 24 hours to further consider both sides of the issue, prior to initiating any action. If after that time period, the member wishes to move forward, this procedure must be followed (for both house and travel divisions, as the case may be). It is strongly suggested that each concern be documented in writing at each stage of review.

### **1. Discuss the issue with the head coach (for House and Travel Divisions)**

If the head coach cannot resolve the concern, or if the concern involves the head coach, then the member should:

#### **For House Divisions:**

Discuss the issue with the Division Governor for the particular division involved.

#### **For Travel Divisions:**

Discuss the issue with the Director for Travel Programs.

The Governor/Travel Director will talk to the parties involved, gather the necessary and pertinent information, and then make a decision. The decision of the Governor/Travel Director will be conveyed to the member.

For the House Divisions, the next step in the process is #2.

For the Travel Divisions, the next step in the process is #3.

### **2. If the member is not satisfied, the member should then discuss the issue with the House Director (for the House Divisions, only)**

The House Director will talk to the parties involved, gather the necessary and pertinent information, and then make a decision. The decision of the House Director will be conveyed to the member.

### **3. If the member still is not satisfied, the member should then discuss the issue with the Grievance and Discipline Committee (for House and Travel Divisions)**

The Grievance and Discipline Committee will talk to the parties involved, gather the necessary and pertinent information, and then make a decision. The decision of the Committee will be conveyed to the member.

- 4. If the member still is not satisfied, the member should then discuss the issue with the NYHA Board of Directors (for House and Travel Divisions)**

Three (3) members of the NYHA Board, along with the House Director or Travel Director (as the case may be) will talk to the parties involved; gather the necessary and pertinent information, and then make a decision. The decision of the Board will be conveyed to the member. That decision is final.