



Complaint Process

Over the course of the season, it's possible that you will run into a situation that requires some form of resolution. This may be behavioral issues with a player, a parent, or even another official on your bench. When there is a disagreement or a conflict, expressing feelings and opinions in a respectful manner is vital.

There may come a time where a Team Coach/Manager will have to act as a liaison between the team parents and coaches to resolve disputes. The parent should be comfortable knowing they can bring concerns to the Team Manager for any reason. The Team Manager should work with the coach and parents to first try to resolve disputes at the team level. Open communication, consistency, and mediation by the Team Manager are key. If a dispute cannot be resolved at the team level, the Team Coach/Manager should contact their Association for the appropriate next step.

Please stress to your team and parents that all conflicts require quick resolution! It is not in anyone's interest to let problems fester. It is our goal to resolve all issues quickly and efficiently. Please help us by being diligent and not allowing things to get out of hand.

Reminder: Please use the mandatory 24-hour "cool down" period before submitting and/or responding to a complaint.

Many teams adopt the "24 Hour Rule" – this is explained below:

Mandatory 24 Hour Rule

Should an issue arise between a player/parent and coach, a **mandatory 24 hour cooling off period** must take place prior to any discussion of the problem. All problems of this nature are to be first brought forward to the Manager. The coach and player/parent should meet privately to address any issue and hopefully arrive at a mutually acceptable resolution. If the player/parent is still not satisfied with the outcome of this meeting, an official complaint should be lodged with the Team Manager.

No player/parent should approach any team official, referee or opposing team coach, under any circumstances. All complaints are directed through the Team Manager who will then determine the correct method of action through appropriate channels.

Failure of a parent/team member to abide by these rules or procedures may mean the discipline of the person and or the player found in violation.

Article 10.00 – Protests / Appeals / Formal Complaints

- 10.01 Any team shall have the right to protest a game. All protests must be submitted in writing to the General Manager within 48 hours of the match. The applicant shall deposit a \$100.00 fee with the written protest.
- 10.02 The General Manager, in consultation with the President and or the Board of Directors, will render a decision within 24 hours and in the event that the protest is upheld the fee will be refunded.
- 10.03 Any player, team, team official, or game official who disagrees with a suspension or disciplinary ruling by the General Manager shall have the right of appeal to a three (3) person panel selected from the general membership, the Board, and or the honorary membership. One member of the panel will be the choice of the appellant, one member will be appointed by the President, and the third person will be agreed upon jointly by both parties, from a list prepared by the Association. The panel members cannot be involved with the matter in question. If the suspension follows Hockey Sask minimum suspension guidelines, then the appeal must go through Hockey Sask.
- 10.04 All appeals must be requested in writing and be accompanied by a \$200.00 fee that will be refundable if the appeal is upheld. The appeal panel must be appointed and the appeal heard within seven (7) days of receiving the request.
- 10.05 Teams and/or individuals involved in an appeal will be entitled to representation at the hearing. All parties involved will be duly notified by the General Manager and or Executive Director. Notice as to time and place will be 24 hours before the start of the hearing whenever possible.
- 10.06 The findings of the appeal panel will be stated in writing, and the decision will be final and binding on all parties subject only to right of appeal to Hockey Sask and to Hockey Canada, as provided in those Constitution and Bylaws.
- 10.07 Formal Complaints Committee, consisting of three (3) members including the Vice President, the General Manager and one other member approved by the Board.
- 10.07.01 The complaint must be in writing, addressed to the PAH Board, and signed by the person or persons making the complaint.
- 10.07.02 The complaint will include the names of any witnesses.
- 10.07.03 The complaint will be submitted within seven (7) days of the incident and will be reviewed by the Committee as soon as possible; immediate temporary suspensions may be imposed by the Committee depending on the circumstances.
- 10.07.04 The Committee will provide the individual(s) of the complaint with a written description of the complaint subject to confidentiality.
- 10.07.05 The individual(s) who is the subject of the complaint will be given an opportunity to present their case at a hearing before the Committee.
- 10.07.06 The Committee will set a date for a hearing, which shall be agreed to by both parties, and shall be no later than fourteen (14) days after the receipt of the written complaint; the individual(s) of the complaint must agree to a hearing date within seventy-two (72) hours of the date upon which they were notified of the complaint.
- 10.07.07 The Committee shall provide a decision in writing within forty-eight (48) hours to both the individual(s) of the complaint as well as the individual(s) who filed the complaint, subject to confidentiality, and shall present to the Board at the next regularly scheduled Board meeting.