



Lord Selkirk Minor Hockey Association (LSMHA)

Parent-Coach Conflict Resolution

If a parent (also refers to “guardian”) feels the need to bring forward a concern with respect to the coaching staff, the following framework will be used to help guide that process:

1st Contact: Team Level 1

- The parent/guardian is required to wait 24 hours after the incident in question prior to initiating contact with the parent liaison. This 24-hour rule allows for emotions to be set aside, placing the event in perspective, and enabling the opportunity for an objective evaluation and approach. *In rare instances, the concern may warrant more immediate attention – please see Notes 2A & 2B below for more information.*
- The parent liaison will relay the concern to the coaching staff.
- The parent liaison will relay the coaching staff’s response to the parent.
- Virtually all concerns can be addressed and resolved in this manner. In the unlikely event that a concern cannot be addressed and resolved in this manner, please see “2nd Contact” below.

2nd Contact: Team Level 2 / Age Director

- If, after hearing back from the parent liaison as per above, the parent feels as though the concern has not been addressed and resolved, the parent can request a meeting with the coaching staff.
- This meeting will be mediated by the parent liaison and, if requested by any party, the Age Director (or LSMHA designate) can attend and assist in mediation as well. The goal of this meeting is to address and resolve the concern in question to all parties’ satisfaction.
- If, after this meeting, the concern is not addressed and resolved, please see 3rd Contact” below.

3rd Contact: Age Director & VP of Hockey Operations

- If, after the meeting mentioned above, the parent feels as though the concern has not been addressed and resolved, the parent can, through the Age Director, request a meeting with an LSMHA panel.
- Upon receiving the request for a meeting, the Age Director and the VP of Hockey Operations will correspond with all parties (parent(s), coaching staff) and will then, in consultation with one another, take one of the following actions:
 - Inform all parties that no meeting will be held and that, in their opinion, the matter has already been resolved to the Association’s satisfaction. This decision will be final, and will not be subject to appeal at the LSMHA level.

- Impose a decision and mandatory action steps that will effectively address and resolve the concern in question. This decision will be final, and will not be subject to appeal at the LSMHA level.
- Schedule a meeting. If a meeting is scheduled, a 3rd member of the LSMHA Board will be brought in to form a 3-person panel.
 - At this meeting, the parent will have an opportunity to present their concerns to the panel. Once this meeting is complete, the panel will provide the coaching staff with an opportunity to respond to those concerns.
 - After hearing back from the coaching staff, the panel will, in writing and within 24 hours, communicate their decision (along with any mandatory action steps) to all parties. Their decision will be final, and will not be subject to appeal at the LSMHA level.
 - If, as part of their decision, the panel determines that further investigation (and potentially discipline) of the coaching staff is warranted, that information must be clearly communicated to the coaching staff in a separate email, as per the LSMHA Policy “Investigation & Discipline of Rostered Staff”.

Note 1: Some coaches are comfortable receiving concerns directly from parents. If the coach indicates as such, parents would then have the option of bringing their concerns directly to the coach and bypassing the parent liaison – please note that the 24 hour rule would still apply. If, after working through the concern with the coach, it remains unresolved, the parent could then proceed directly to “3rd Contact: Age Director & VP of Hockey Operations”.

Note 2A: The framework outlined above would not be applicable in any situation where a child’s health and/or safety were in immediate jeopardy. If such a situation were to present itself, any adult could and, in fact, should intervene immediately on behalf of the child.

Note 2B: If a parent believes that the concern is severe and/or urgent enough to bypass this framework, they are encouraged to reach out to the Age Director for guidance.

Note 3: As per the Hockey Winnipeg Respectful Hockey Policy, section 7.6: any person who makes a complaint which is determined to be clearly false, malicious or frivolous will be subject to discipline.

(<https://www.hockeywinnipeg.ca/wp-content/uploads/2015/12/respectful-hockey-policy.pdf>).