

Flesherton Minor Hockey Complaint Process:

Flesherton Minor Hockey respects the opinions of all players, parents and family members and has created guidelines to ensure that open communication is available to all involved parties. The following guidelines outline the process that should be followed whenever an issue or complaint arises.

***** Please remember that all Coaches, Trainers and Managers are volunteers and they have graciously given their time to work with your son or daughter to help them participate in the game of hockey. We could not offer our hockey program without them! *****

If an issue arises that you feel needs to be addressed, please follow these steps to ensure that your concern is resolved:

- 1) Always wait 24 hours before addressing any issue, (the “24 hour rule.”) This will ensure that you have time to reflect on the issue and not respond out of anger or in the heat of the moment. Hockey is an emotional game and you should always allow yourself and/or your son or daughter a cooling off period to make sure that heated confrontations are avoided.
- 2) Make your complaint to the involved **Coach, Trainer or Manager** to make sure that they are aware of the problem and then give them an appropriate time to resolve your issue. This is an informal process that usually can be resolved at the team level.
- 3) If your issue is not resolved to your satisfaction, you may then approach your **“Parent Representative.”** so that they are aware of the problem and they can follow up with the Coaching staff on your behalf to ensure that your concerns have been heard and addressed. Please allow the Coaching staff a reasonable amount of time to resolve your concern. This is an informal process that usually can be dealt with at the team level.
- 4) If your issue is still not resolved to your satisfaction, then put your complaint in writing with all relevant information about your complaint. Please avoid personal comments and historical information. This written complaint should be given to the **“Coach’s Chair”** for review. The Coach’s Chair will address your issue and try to resolve any complaint with the involved family and the Coaching staff. Most complaints will be resolved by this level.
- 5) If a successful resolution cannot be achieved, then the written complaint will be forwarded by the Coach’s Chair to the **“Risk Management Committee.”** This is a very involved process that should only be used for serious complaints and only when all of the above steps have been followed without a successful resolution being achieved. The Risk Management Committee has numerous options available to them. They will assess the complaint and determine the appropriate path to follow. These options may include mediation with the involved parties, recommendations to the Executive Committee, liaison with an outside **Committee of 3 members,** (not associated with Flesherton Minor Hockey) and working with the **O.M.H.A.** (as required) to ensure that a resolution is achieved.

Let’s all work together to help make hockey safe and fun for everyone involved!

Flesherton Minor Hockey follows the guidelines created by the Ontario Minor Hockey Association, (O.M.H.A.) For a complete listing of their policies, please visit the O.M.H.A.’s website at:

www.omha.net

**Flesherton Minor Hockey
Dispute Resolution Process:**

Step #1:
Respect the 24 hour rule!

Step #2:
Make your complaint to the
involved Coach, Trainer or Manager

Issue or dispute
Resolved?

No further action!

Step #3:
Involve your "Parent Representative"
-Advise them of the issue & request
that they approach the involved Coach,
Trainer or Manager on your behalf

Issue or dispute
Resolved?

No further action!

Step #4:
Make a written complaint to
the Coaches Chair

Coaches Chair will try to resolve
the issue/complaint with the involved
family and team official

Issue or dispute
Resolved?

No further action!

Step #5:
The Coaches Chair will forward the written
complaint to the Risk Management Committee

Risk Management Committee will attempt to
resolve the complaint by mediation, recommendations
to the Executive Committee, involving the outside Committee
of 3 non association members or working with the O.M.H.A.

Issue or dispute
Resolved?

No further action!

Step #6:
The Flesherton Minor Hockey Executive Committee will
Forward the written complaint to the O.M.H.A. Risk Management Officer