



BANCROFT JETS GIRLS HOCKEY ASSOCIATION

Complaint / Communication Policy and Procedure

Members wishing to discuss a complaint or grievance must observe a 24 hour cooling off period to allow for calm and cooperative decision making

Members/Coaching Staff/Officials of the Association who have a complaint of any nature must:

1. speak first to the team manager who represent the link between the coaches and parents;
2. if the issue is unsatisfactorily resolved, speak to the coach;
3. if the issue is unsatisfactorily resolved it may be forwarded, in writing, to the Executive Committee Development and Safety Coordinator. Issues forwarded to the Executive Committee that are not in writing will not be addressed;
4. if the issue is unsatisfactorily resolved, the issue may then be forwarded in writing to the President who will make a final resolution of the matter.

If the Executive Committee finds that the complaint is valid, the subject(s) of the complaint or grievance shall be granted an opportunity to present their positions and a designate of the board will address the issue with the assistance of the executive members and any parties involved as necessary

All decisions made by the BJGHA Board of Directors are considered final. There is no appeal process to this decision, Any decision by the BJGHA Board of Directors on an issue will be made with regard to the policies of the BJGHA and OWHA and Hockey Canada

Any association member that circumvents the following procedures or disregards this policy, may be suspended.

If a complaint or grievance involves a member of the Board of Directors, the Executive Committee shall review the Association By-laws, Policies or Code of Conduct (BJGHA or OWHA) to determine whether disciplinary action is required.