

Grievance Process and Committee

The Grievance Process is set in place to follow a procedure to address the concerns of the members in good standing of the Southland Hockey Association. The grievance process will be divided into four categories:

- a. Team issues
- b. Non-team issues
- c. Issues/incidents brought forward by people outside of S.H.A.
- d. Evaluations

Pending the results of an investigation the Grievance Committee has the right to suspend players, coaches and parents. These suspensions may be above and/or greater than suspensions levied by Minor Hockey.

All grievances must be filed on SHA's Grievance Form and submitted to Southland Hockey. All correspondence and discussions with SHA's Board Members and Grievance Committee must be done in a respectful and courteous manner. The Grievance Committee for Team and Non-team issues will be made of at least three impartial members who are currently or have in the past been involved with Southland Hockey.

The grievance process is meant to address issues quickly and fairly.

Team Issues

All issues regarding the operation of team should be initially addressed at the team level. These issues do not require to be addressed in a written format when addressing them at the team level. Issues concerning the team that require further attention should be communicated by submitting the grievance in writing (please use the Grievance Form) to the Southland Hockey Office. The grievance will be forwarded to the appropriate individual, in the following order:

- a. The Manager, if appropriate
- b. The Coach, if appropriate
- c. The Division Coordinator/Hockey Development Coordinator
- d. The President/Vice President
- e. Grievance Committee

Non-Team Issues

All issues that do not concern the operation of a team shall be communicated by submitting the grievance, in writing (please use the Grievance Form) to the Southland Hockey Office. The grievance will be forwarded to the appropriate individual, in the following order:

- a. The Coordinator responsible for the submitted issue
- b. Hockey Development Coordinator
- c. The President/Vice President
- d. Grievance Committee

Issues/Incidents Brought Forward by People Outside of S.H.A.

It is recognized that issues regarding S.H.A. players, coaches and spectators may be brought forward by people that are not members of the S.H.A. These issues are required to be reported in writing to the S.H.A. President. If the person bringing the issue forward is a member of another Minor Hockey Association the written report requires to be signed by that community's President or his alternate. A committee of the three (3) Southland Board members will conduct an investigation and determine the appropriate course of action. If the above format is not followed the S.H.A. Board will provide any complaints received in regards to a team to the Team Manager and Head Coach for information purposes and the team will determine the necessary action.

Evaluation Grievance Process

This Evaluation Grievance Process is specific in that it is in regards to a particular athlete. General information regarding the evaluation process and team selection process is available on the S.H.A. website or from an age category coordinator. A grievance of the evaluation received by one specific athlete must be in writing to the appropriate Division Coordinator within 48 hours of the final selection. This grievance must include the following:

- a. The athlete member assigned ice times and if they attended;
- b. Previous hockey experience of the athlete member
- c. A \$50 deposit that is refundable if the Grievance Committee overturns the decision.

The written request is to be reviewed by the Hockey Development Coordinator, the appropriate Age Category Coordinator and one other member of the Southland Hockey Board of Directors, otherwise known as the grievance committee. Their review will consist of analyzing:

- a. the pre-seed assignment of the athlete member;
- b. the on-ice evaluation report of each ice time from this year
- c. confirmation of ranking within the evaluation matrix

The Grievance Committee will address the evaluation grievance request within 72 hours of receiving it and rule on it.