

Metcalfe & District Hockey Association (MDHA)
Team Dispute Resolution Process

The MDHA 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 MDHA recognizes that our hockey environment can be quite emotional in both a positive and negative sense. As a participant, volunteer, spectator or parent, it is common for individuals to pass judgements and opinions on the situation at hand, or hockey program. Sometimes this leads to conflict and disputes amongst the team and those associated with it. While this may occur the MDHA wants to promote a process to assist in the resolution of these disputes.

The MDHA wants to remind everyone that Coaches, Trainers and Managers are volunteers and they have graciously given their time to work with your son or daughter to help them participate, experience and develop within the game of hockey. They are not paid employees or professionals, they are community members like yourself trying to facilitate our hockey program.

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

- 1) Please wait 24 hours before addressing any issue (the “24 hour rule.”) to allow for time to reflect on the issue and not respond out of anger or in the heat of the moment. Hockey is an emotional sport, so allowing yourself or your son/daughter an opportunity to avoid a heated confrontation.
- 2) Bring forward your concern to the elected **Team Manager**. The Team Manager then can bring forward the complaint to the Coach and other team officials (i.e., Asst. Coach, Trainer, etc.), so that they become aware of the concern and are able to address it in an appropriate time frame. Please allow team officials the opportunity to address the issue and resolve it at this point.
- 3) A meeting may be requested by the complainant, with the respondent (with whom the complaint is about), in order to discuss the concern/issue. The **Team Manager** should assist in coordinating this meeting and be present where appropriate to assist in the facilitation of the discussion.
- 4) If the issue is not resolved the complainant may bring forward their concern in writing to the MDHA Convenor assigned to the team. At this point the **MDHA Convenor** will review the concern, determine if further action is necessary, and inform the complainant of the steps that they will take to review the matter. The Convenor may conduct further inquiries of the Team Officials, parents, and/or players regarding the concern, or arrange for another meeting with the involved parties in the dispute. At this point the Convenor will determine any supplemental steps that need to be taken to resolve the dispute. Most complaints will be resolved by this level.
- 5) If the complainant is still unsatisfied he/she may escalate their concern to the **Vice President** for their team's program (VP House, VP Competitive). The VP will conduct a review of the process and provide feedback to the complainant regarding whether further intervention is warranted. The VP may request a more in depth investigation at this time.
- 6) If the complainant is still unsatisfied, a written complaint may be submitted to the **MDHA President**. The President will review the concern and determine whether further intervention is required, or if the matter is resolved.

- 7) If the complainant is still unsatisfied, they may file a written appeal following the MDHA guidelines found in the Association's **Constitution, By-Law 4**.

We hope that any disputes or conflicts can be resolved as they arise within the team. At any time if a parent has a concern regarding the immediate safety of their child/youth or themselves, they need to identify this to their appropriate team official, or to the **MDHA Risk and Safety Executive Member**.

Conflict of Interest

To support the integrity of the dispute resolution process, all MDHA Board members must avoid even the appearance of impropriety or influence. If a Board member has a child playing on a team where a conflict arises, they may not be involved as part of the dispute resolution process. Similarly, if a MDHA Board member holds a volunteer position on a team where any conflicts arise, they must declare themselves in a conflict of interest and identify this to both their team and the MDHA Board. The MDHA Board must then appoint an alternate representative in order to ensure the integrity of the dispute resolution process is maintained.

For example, if a Convenor is also a volunteer on a team, or has a player on a team, the Convenor must identify his/her conflict of interest to the team and notify the Board so that an alternate contact person can be identified to the team, players and parents.