



TASA MINOR HOCKEY

UPDATED SEPTEMBER 2023

CONFLICT/ COMPLAINT RESOLUTION POLICY

POLICY

TASA shall have a clearly articulated process for members to bring forward issues of conflict and/or complaints. This process shall be readily available to all members, and be clearly posted on TASA's website (or any other means of broad communication for membership). TASA's procedures for issues of conflict/complaint shall also adhere to policies set forth by its governing bodies, i.e. Hockey Nova Scotia /Hockey Canada.

PROCEDURE

The process for complaints and conflicts is outlined below:

1. **Team Level Discussion:** If you have a complaint that you wish to forward or if there is a conflict with another parent or with the coaching staff of a particular team within TASA MHA, you must wait 24 hours and then bring your concern/issue forward to your team manager in a respectful manner. Options to communicate your concern include, but are not limited to: in person (verbally) or via email.
 - a. If your concern directly relates to the role of the team manager or head coach, please move directly to level 2 and forward your concern(s) directly to your respective VP.
 - b. If the outcome has been resolved at the team level, there may not be a need to elevate it to level 2; it may be worthwhile to inform your respective VP that the conflict has been resolved; this may be communicated by the team manager or head coach
 - c. If the outcome is not satisfactory to either party, then the concern should be elevated to level 2 (VP). The concern should be brought to the attention to the respective VP via email.
2. **VP Level:** Issues that are not resolved at the team level, to the satisfaction to all involved, should be brought to the attention of the respective VP in writing via email and/or by a written letter. If the notice is forwarded via email, it should be cc'd to the President of TASA. The VP will review the concern/complaint and follow up with the team staff and/or others involved as applicable. The VP will mediate a discussion and/or clarify expectations for a resolution moving forward. The VP may also address coaching styles as applicable to correct concerning behavior; or offer insight to parents/non-coaches on the coaching philosophy for TASA. The VP may consult, as applicable with the VP Risk Management.



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- a. If the outcome has been resolved at the VP level, there may not be a need to elevate it to level 3; it may be worthwhile to inform the VP Risk Management that the conflict has been resolved; this may be communicated by the respective VP
 - b. If the outcome is not satisfactory to either party, then the concern should be elevated to level 3 (Executive level). The concern should be brought to the attention to the VP Risk Management by completing the Complaints & Concerns Form (found on the TASA website). Concerns and complaints will only be accepted by completing this form and will not be accepted verbally.
3. **Executive Level:** If the response in steps 1 & 2 does not provide resolution to the issue/concern, or if the concerning behaviors linger and/or re-occur, the complaint/concern must be submitted in writing to the VP Risk Management. The VP Risk Management will consult with the applicable VP and/or TASA Technical Director (as applicable) and/or engage with the Resolution and Discipline Committee. The head coach/manager for the team may also be consulted to ensure they are aware of the concern and any outcomes at the team level (from step 1 & 2).
- a. Investigation: The Discipline Committee may initiate an investigation that may include, but is not limited to the following: verbal discussions with complainant and respondent; verbal discussions with other relevant persons and/or persons with insight into the complaint/concern. Investigation may also include written information from complainant and respondent; verbal discussions with other relevant persons and/or persons with insight into the complaint/concern. Investigation may involve in person or over the phone meetings, discussions, and/or mediation sessions individually or as a group, as applicable and as best fits the situation. Communication throughout the investigation may remain in writing (via email) if this is applicable.
 - b. The Discipline Committee will recommend outcomes to the TASA Executive prior to releasing any decisions.
 - c. The Discipline Committee will offer a response in writing to those involved; this may also include the head coach of the team in question, if applicable. The outcome from the Discipline Committee will provide clear direction on the expectations that need to be adhered to, pursuant to any and all policies of TASA MHA and Hockey Nova Scotia. The timeframe for this response may vary, depending on the concerns and time it takes to gather information; the



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Discipline Committee will make efforts to expedite the process to avoid unnecessary delays.

- d. Responses will follow the Progressive Discipline Policy as included in the TASA Policy Manual and may include, but are not limited to, any of the following:
 - i. Dismissal of the complaint with no recommendations for accountability;
 - ii. Recommendations to complainant and/or respondent and/or other relevant person(s)
 - iii. Accountability for complainant and/or respondent via verbal notice and/or written notice;
 - iv. Suspension;
 - v. Request to HNS for further and more severe sanctions, including suspension for a significant amount of time and/or revocation of membership from TASA;
 - vi. or any other fair and reasonable process for accountability, as determined by the Discipline Committee.
- e. If the Complainant is not satisfied with the outcome from the Discipline Committee, the complainant may forward their concern, in writing, to Hockey Nova Scotia (HNS). The process for forwarding complaints to Hockey Nova Scotia is found on their website.
 - i. If a concern is brought forward to HNS, it will no longer be addressed by TASA, unless requested by HNS.
 - ii. Should a member decide to bring legal action against TASA before observing their right of appeal offered by this process, it shall be understood that the complainant will have relinquished all playing or participation rights until such action has been resolved.
4. **Concerns involving persons/teams outside of TASA:** If the concern involves an individual, team or team staff that falls outside of the jurisdiction of TASA (e.g. from another association), the team manager can pass along the concern, in writing, to their VP for follow up. TASA will not be actively engaged in the disciplinary proceedings of other MHA's
5. Discipline Committee will only address concerns that are brought forward following this process. Concerns that do not follow this process may be excluded from review by the Discipline Committee.