



Nova Elite Hockey Development Association		Team Policies & Procedures
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Submission of Complaints		

Purpose:

The Nova Major Hockey team is committed to treating all our players, parents, staff and members with the greatest respect and consideration. Notwithstanding this commitment, occasionally a person may feel that they have not been dealt with in a just or fair manner or there may be a misunderstanding that needs to be resolved. To that end, the Nova Major Bantam Hockey team has developed the following process to ensure complaints and/or concerns are dealt with in a fair and timely manner.

If you have any questions or concerns regarding this policy or if you require further information on how to submit a complaint, please feel free to contact the President of the team.

Policy:

- Hockey is an emotional game for players, coaches, parents, and spectators. When parents have concerns relating to their own children that are emotionally charged, we encourage them to follow the *24-Hour Cool Down Policy* before contacting a representative of the team so that emotions subdue, and a healthy constructive dialogue can proceed.
- The complaint must be submitted in writing to the General Manager of the hockey team and must include sufficient detail for the General Manager to understand the issue.
- If the complaint concerns a specific event, then it should include the date, time and location of the incident, names of people involved and specifics of the incident and what if any discussions may have occurred at that time.
- The complainant must provide in written consent for the complaint to be released to anyone required to deal with the complaint, which may result in the complaint becoming public.
- The General Manager will send an acknowledgement within 2 business days confirming the receipt of the complaint.
- The General Manager will make every attempt to discuss and resolve the issue with the complainant. If it is necessary, the General Manager will schedule a one-on-one meeting with the complainant and the Head Coach to discuss the issue. The General Manager of the team must be present to act as the meeting liaison.
- If the complainant feels their concern has not been addressed to their satisfaction, they can contact the President of the Nova Major Hockey team to express their concerns.



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- If the above procedure has been followed and the President has been contacted, the President will agree to setup a meeting with the complainant, General Manager, the coaching staff, themselves, and another Executive member in order to resolve the issue.