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|--------------------------------------------------|--------------|----------------------------|
| Nova Elite Hockey Development Association        |              | Team Policies & Procedures |
| Active Date: 12/01/2012                          | Page: 1 of 4 | Revised Date:8/6/2026      |
| Parent Communication & Concern Resolution Policy |              |                            |

## Purpose

The Novas are committed to maintaining a respectful, focused, and team-first environment for players, coaches, parents, guardians, and team officials.

The purpose of this policy is to establish a clear process for parent and guardian communication while ensuring that concerns are raised appropriately, respectfully, and without unnecessary disruption to the team.

The Novas recognize that questions or concerns may occasionally arise during the season. However, participation in U15 Major hockey requires trust in the coaching staff, team officials, and the decisions made in the best interests of the player and the team.

## Policy

Parents and guardians are expected to respect the roles and responsibilities of the coaching staff and team officials.

Team decisions are made by the appropriate members of the organization and are not subject to ongoing debate, public discussion, or parent involvement.

Parents and guardians must not approach coaches or team officials in public areas of the rink, before or after games or practices, in front of players, in front of other parents, or through social media to question decisions or raise concerns.

Where a concern is emotional in nature, parents and guardians must first follow the organization's **24-Hour Cool Down Policy** before any communication will be considered.

## Proper Communication Process

After the 24-hour cooling-off period has passed, a parent or guardian who still wishes to raise a concern must submit the matter in writing by email to the **President**.

For the purposes of this policy, the President is the primary team representative responsible for receiving parent and guardian concerns, determining whether follow-up is required, and involving the appropriate individuals where necessary.

If the concern involves the President, or if the President has a conflict of interest, the concern should be submitted to the **Vice President**.



|                                                  |              |                            |
|--------------------------------------------------|--------------|----------------------------|
| Nova Elite Hockey Development Association        |              | Team Policies & Procedures |
| Active Date: 12/01/2012                          | Page: 2 of 4 | Revised Date:8/6/2026      |
| Parent Communication & Concern Resolution Policy |              |                            |

The written communication should include:

- the name and contact information of the parent or guardian;
- the name of the player involved, if applicable;
- a clear and respectful summary of the concern;
- the date, time, and location of the issue, if applicable;
- any relevant background information;
- and the reason the parent or guardian believes follow-up is required.

The communication must include enough detail for the organization to understand the concern and determine whether further action is appropriate.

### **Review of Concerns**

The President, Vice President, or appropriate designate will acknowledge receipt of the concern within two business days whenever possible.

The submission of a concern does not automatically create a right to a meeting, explanation, review of a team decision, or change in outcome.

The President, Vice President, or appropriate designate will review the concern and determine the appropriate next step, which may include:

- no further action;
- a written response;
- a phone conversation;
- consultation with the Head Coach or assistant coaches;
- a meeting with appropriate parties;
- or another action considered appropriate by the organization.

Where the matter involves a coaching decision, player development issue, team role, game-related matter, or tryout-related matter, the Head Coach may be consulted or included in any follow-up deemed necessary.

### **Meetings**

Meetings are not automatic and will only be arranged when the President, Vice President, or appropriate designate determines that a meeting is necessary or beneficial.

If a meeting is arranged, it must be respectful, private, and focused on the best interests of the player and the team.



|                                                  |              |                            |
|--------------------------------------------------|--------------|----------------------------|
| Nova Elite Hockey Development Association        |              | Team Policies & Procedures |
| Active Date: 12/01/2012                          | Page: 3 of 4 | Revised Date:8/6/2026      |
| Parent Communication & Concern Resolution Policy |              |                            |

A parent or guardian should not meet privately with a coach regarding a formal concern unless the President, Vice President, or another approved team representative is also present.

The Novas reserve the right to end, delay, or decline any meeting or communication that becomes disrespectful, confrontational, repetitive, inappropriate, or inconsistent with the expectations of the organization.

### **Matters Not Subject to Review**

To protect the integrity of the team environment, the following matters will generally not be subject to parent review, debate, or appeal:

- coaching decisions;
- player selection decisions;
- line combinations;
- defensive pairings;
- special teams assignments;
- playing time;
- team roles;
- discipline decisions made by the coaching staff;
- game strategy;
- practice planning;
- or decisions made in the best interests of the team.

Parents and guardians are expected to support the team by allowing coaches to coach, players to play, and team officials to operate the program.

### **Confidentiality**

Concerns will be handled with discretion.

Information will only be shared with individuals who need to be involved in order to properly review, respond to, or resolve the matter.

The organization cannot guarantee complete confidentiality in every situation, particularly where information must be shared to allow for a fair review, to protect player safety, or to meet reporting obligations.



|                                                  |              |                            |
|--------------------------------------------------|--------------|----------------------------|
| Nova Elite Hockey Development Association        |              | Team Policies & Procedures |
| Active Date: 12/01/2012                          | Page: 4 of 4 | Revised Date:8/6/2026      |
| Parent Communication & Concern Resolution Policy |              |                            |

### **Urgent Matters**

This policy does not prevent immediate reporting of urgent matters involving player safety, injury, medical concerns, abuse, harassment, discrimination, bullying, threats, or any issue requiring immediate attention.

Urgent matters should be reported immediately to the Head Coach, President, Vice President, or another appropriate authority, depending on the nature of the concern.

### **Expectations**

The Novas expect parents and guardians to support a positive, respectful, and team-first environment.

Parents and guardians play an important role in helping players develop independence, accountability, resilience, and respect for team structure.

The purpose of this policy is not to prevent communication. It is to ensure that communication is appropriate, respectful, and handled through the proper process.

The Novas will not operate by parent committee. The organization expects trust in the coaches, team officials, and the standards of the program.