

GRIEVANCE POLICY AND PROCEDURES

RLHA expects board members, coaches, referees and parents to conduct themselves in an ethical and responsible manner that is consistent with USA Hockey regulations and that reflects well on RLHA. We recognize that there will be occasional disagreements regarding how issues are handled or decisions are made. It is RLHA's intent to provide an effective means for all volunteers to bring problems or complaints concerning the program to the attention of the RLHA Board without fear of recrimination. Any complaints/concerns must be reported to the RLHA Board in writing no later than one week after the incident occurred. Every effort should be made to resolve complaints at the most immediate level before coming to the Board. Please adhere to the following procedures for filing a formal complaint.

- First and foremost, we require that a 24 hour cooling off period be observed before any grievance is presented to a coach, team manager or board member.
- Second, we encourage members to take up their problems or concerns with the coach, team manager or parent of the respective team and not involve whole teams unless absolutely necessary. A grievance form may be filled out and submitted to a board member at this time, although no action will be taken until the proper procedures have been exhausted.
- Third, in the event that the entire team needs to be involved, we encourage coaches to call a team meeting. A board member will need to be notified and present as either a witness or mediator, either of which is decided by the parties involved.
- Forth, if the problem cannot be resolved at the team level, we encourage members to contact a board member and request a review of their grievance by the Board. A written accounting of the grievance will be sent to Hockey Operations who will make a recommendation to the Board for discussion. You may be called to testify before the Board if deemed necessary. Decisions by the Board are final, and there will be no appeals.

Infractions referred to the Board for review will be dealt with on a case-by-case basis as the Board deems appropriate. Any disciplinary action will take into account the nature and seriousness of the offense.

Possible consequences include:

- Dismissal of complaint
- Warning
- Suspension
- Probation
- Termination
- Rink Expulsion