

# FGHA CONFLICT RESOLUTION POLICY

Minor hockey, as our national sport, can be an emotional experience for all involved and girl's hockey is no exception. At times disputes will arise amongst coaches, parents and players. The FGHA like most other associations requires that anyone wishing to make a complaint wait 24 hours before acting. The 24 hour period is meant to allow for a cooling off period to ensure that emotions are not getting in the way of rational thought. This policy sets out the FGHA's conflict resolution process. This policy must be followed if we are to maintain and grow the enjoyment of the hockey experience for all of our members.

For issues related to a particular team, wait 24 hours before bringing it to the attention of the team's coach. If you feel more comfortable making the complaint anonymously, bring it to the attention of your parent liaison. Each team should have one parent appointed who will act as the liaison between the coaching staff and parents. It is the parent liaison's job to record only the facts without emotion. The coaching staff should then meet to discuss the issue in a timely fashion and address it the way they feel best to deal with the issue. Response communication should be directly with the complainant or, in the case of anonymous complaints, through the liaison.

Should the issue not be resolved to your satisfaction, the next step is to contact the Rep Director or House League Convenor. Matters that do not pertain to any particular team may be forwarded to the President. A form to be used for the reporting and documenting of complaints is attached.

Also remember that there are no paid positions within the FGHA - everyone is doing their best and donating countless hours to it. Very often these issues can be solved with open communication and a little flexibility. All complaints made following this policy will be addressed by the Board's Dispute Resolution Committee. In summary the following steps should be followed:

1. Wait 24 hours
2. Contact team coach or Parent/Staff Liaison if you wish to remain anonymous
3. Receive response
4. If not satisfied with response contact the Rep Director, or the House League Convenor or President as applicable by completing and emailing the attached form.
5. Receive response



Attempt made at team level to resolve (circle one):      Yes      No

If no, please provide your reason:

---

---

---

---

**FOR ASSOCIATION USE ONLY**

Date received by President/Director or Convenor: \_\_\_\_\_

Complaint Accepted?    Yes      No

If no, please explain why:

---

---

---

Dispute Resolution Committee Review Date: \_\_\_\_\_

Resolution of the Complaint:

---

---

---

---

Complainant satisfied with resolution?    Yes      No

Next steps, if any:

---

---

---

---

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Position: \_\_\_\_\_