



## Maine Coast Storm Protocols & Procedures

**TITLE:** Grievance Policy & Procedure

**SCOPE:** Players, Coaches, Parents, Board Members

**PURPOSE:** To define the process for lodging a formal complaint against a Player, Coach, or Board Member.

**POLICY:** Maine Coast Storm encourages open lines of communication between Players, Parents, Coaches and Board Members, and we feel that the best way to resolve differences of opinion is directly. However, if an individual feels that direct communication is no longer working, there is a process for lodging a formal complaint. All complaints will be confidential to the extent that it is possible during a fair investigation of the complaint.

### **PROCEDURE:**

#### **General Categories of Complaints and Steps to Report and Resolve the Issue:**

Coaching Complaints, including but not limited to the list below, should be directed to the player's Head Coach:

- playing time during a travel or house game
- general approach to coaching
- player safety during a game or practice (either a player feeling they are unsafe or a player exhibiting unsafe behaviors)
- If the Head Coach does respond in a satisfactory manner, or it is felt that the issue needs to be elevated further, the Coaching Director should be notified.
- Once the Coaching Director has been notified, he/she will attempt to resolve the issue if it is in regards to playing time or general approach to coaching and follow through until a satisfactory conclusion is reached. If the issue is in regards to player safety, the Coaching Director will bring the issue to the Safety & Disciplinary Committee for review and resolution, which could result in player penalty or suspension.

#### **Board Member Complaints**

Any parent, Board Member, or player may make a complaint verbally or in writing against a Board Member for alleged misconduct, including mismanagement of funds or resources, equipment, verbal or physical abuse or harassment, or any misconduct including youth players.

- Complaints should be directed to the Board President who will then determine the appropriate Board Members to involve based on the nature of the complaint.



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- The complaint will be investigated and an incident report will be created and filed. Depending on circumstances the resolution of the complaint may or may not be communicated publically to those involved, though we will communicate when the complaint is considered resolved and closed. If it is determined during the course of the investigation that any laws have been broken, the appropriate local authorities will be notified immediately.
- If the complaint involves the Board President, the Safety Director should be notified and he/she will follow the appropriate steps to investigate the claim.

### **Player Complaints**

Complaints regarding players exhibiting unsafe behavior, unsportsmanlike behavior, or any other behaviors specifically prohibited in our ZERO Tolerance Policy should be brought to the attention of the player's Head Coach. Depending on the seriousness of the offense (if it determined there is an offense), the Head Coach may elevate the issue to the Coaching Director, Board President, Safety Director, or Safety & Disciplinary Committee.

### **Officiating Complaints**

Complaints regarding officiating in travel or house games should be brought to the attention of the Board President, who can then determine if it should be elevated to MEAHA.

### **Parent/Fan Complaints**

Any parents or fans who exhibit abusive, unsafe, or unsportsmanlike behavior will be handled by MRC staff. If this type of behavior is observed, it should be reported immediately to the front desk staff at MRC. If the behavior persists, MRC staff may, at their discretion, ask the individual(s) to leave the premises.

### **This policy is not intended to replace the USA Hockey Reporting Policy, which reads:**

The Policy requires that every employee or volunteer of any USA Hockey Member Program must report (1) actual or perceived violations of the USA Hockey SafeSport Program Handbook, (2) any violations of the policies prohibiting Sexual Abuse, Physical Abuse, Emotional Abuse, Bullying, Threats and Harassment, and Hazing, and (3) suspicions or allegations of child physical or sexual abuse to the appropriate USA Hockey representatives.

**Additionally, in all cases involving suspicions or allegations of child physical or sexual abuse, every employee or volunteer of USA Hockey Member Programs must also report to the appropriate law enforcement authorities.**

To make a report to USA Hockey, you may do so either by: (1) clicking on "[Report to USA Hockey](#)" and completing the Reporting Form, (2) emailing to [SafeSport@usahockey.org](mailto:SafeSport@usahockey.org), or (3) calling 800-888-4656.

Reports may also be made to the Affiliate SafeSport Coordinator. To make a report to your Affiliate SafeSport Coordinator, please click on the link for the contact information for each [Affiliate's SafeSport Coordinator](#).

**All reports involving sexual abuse and misconduct must be reported to the U.S. Center for SafeSport. Reports to the U.S. Center for SafeSport may be made by (1) completing an online report to the U.S. Center for SafeSport at <https://www.safesport.org/report-a-concern>, or by (2) calling 720-524-5640. For additional information on reporting to the U.S. Center for SafeSport, please click [here](#).**



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