



Bow Valley Hockey Society Issue Resolution Guidelines



BVHS wants to add transparency and accountability to the procedures for issue resolution both at the team level and at the society level. There is an expectation that the management of any issues arising during the minor hockey season complies with the processes outlined below.

Regardless of the type of issue that is the subject matter of a complaint, a complaint that has been raised to the board level of BVHS will not be formally considered by BVHS unless the complaint is submitted in writing. Complaints will be addressed through the BVHS Code of Conduct and Discipline Policy.

TEAM LEVEL ISSUES

Any issue that arises at a team level, including but not limited to, alleged misconduct of coaches, parents or players, should be first raised by the complainant with the Team Manager. A 24-hour cool-down period should be observed between the incident and making a complaint in all cases unless there is a concern that the safety of a child is in jeopardy. The thought process behind the 24-hour cool-down period is that addressing concerns while emotions are still running high can potentially serve to escalate an issue between two sides.

Under no circumstances should any BVHS parent or extended relative confront a coach, another parent, game official or a player at the time of the incident or at any time if in the presence of players.

Where possible, the Team Manager should try to resolve the dispute at the team level. If the Team Manager is unable to resolve the dispute or does not feel that they can resolve the dispute, they should refer the matter to the BVHS Manager of Hockey Operations (MHO). Before the matter is assessed by the MHO, the parties to the dispute shall be required to document their issues in writing and comply with the Shift Forward.

If the Manager of Hockey Operations is not able to resolve the dispute to the satisfaction of the parties involved, or if they require further input and guidance, they will send the complaint up to the Director of Discipline, Conduct and Risk Management who may designate either the VP On-Ice and or VP Off-Ice and or Manager of Development to assist in the resolution process and at their discretion, the Executive Committee and or Discipline Committee may be designated to handle the resolution process. All complaints will be handled through the process outlined within the BVHS Code of Conduct and Discipline Policy.

SOCIETY LEVEL ISSUES

The following issues will be considered society-level issues:

1. Issues that arise before the season begins or before teams are formed;
2. Issues during the season that arise outside of a game, practice, or other team activity, or that involves parents or coaches or players from more than one team;
3. Issues arising as a result of the evaluation process, including any misconduct of BVHS members, office staff, board of directors and or players;

Under no circumstances should any BVHS parent or extended relative confront a board member, Director of Discipline and or Manager of Hockey Operations, Manager of Development, evaluator, evaluations volunteer, coach, another parent, game official or a player at the time of the incident, or at any time if in the presence of players.



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BVHS does not support parents, coaches, or managers who directly contact other teams, associations, Central Region Referees' Committee and or Hockey Calgary. We expect our members to follow the Issue Resolution Guidelines when dealing with any concerns they may have. If a parent, coach, or manager has an issue that needs to be addressed it needs to follow the process outlined and first be brought forward to the respective Manager of Hockey Operations who in turn will take the matter to the Director of Discipline, Conduct and Risk Management and or BVHS Discipline Committee and or Executive depending on the type of infraction. The member has the right to file a formal complaint, and this process is outlined as per the information in the BVHS Code of Conduct and Discipline Policy.

Members have the right to file a complaint through the Independent Third Party as it relates to any and all incidents related to the Hockey Alberta Maltreatment, Bullying and Harassment Policy.

Any issue relating to an incident that occurred at an arena, on the ice, on the bench or in the dressing room should follow first be brought forward to the Manager of Hockey Operations.

Any issue relating to society business or processes, or for an incident that occurred away from an arena, should be directed in writing to the Manager of Hockey Operations, who may, in turn, refer the matter up to the Director of Discipline, Conduct and Risk Management, who in turn may include the President and or any other member of the executive and or discipline committee. If this matter needs to be addressed, the complainant would be required to follow the process outlined in the BV Code of Conduct and Disciplinary Policy.

For any society-level issue, the 24-hour cooldown period should be observed between the incident and making a complaint in all cases, unless there is a concern that the safety of a child is in jeopardy, or in the case of evaluations, where other timelines come into play (e.g., 24-hour limitation to file a Grievance).

Any society-level issue that is not documented in writing will not be formally considered by BVHS.

Any society-level issue that does not comply with the Shift Forward provisions above will not be formally considered by BVHS.