



ISSUE RESOLUTION GUIDELINE

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.

RESPECT IN SPORT

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, and is accompanied by a valid Hockey Calgary Respect In Sport (RIS) certification number obtained by the individual making the complaint. For clarification, if one parent of a player has a RIS number and one parent does not, only the parent with the RIS number can have a complaint heard by BVHS. The RIS number will also be required before an evaluation grievance will be accepted.

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 specific Age Group Director for resolution. Before the matter is assessed by the respective Director, the parties to the dispute shall be required to document their issues in writing and comply with the Respect in Sport provisions set out above.

If the Director 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 Manager of Hockey Operations who may designate either the VP On-Ice and or VP Off-Ice 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.

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 or players;
4. A Grievance was filed as part of the evaluation process.

Under no circumstances should any BVHS parent or extended relative confront a board member, Manager of Hockey Operations, 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.

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 BV Age Group Director who in turn will take the matter to the MHO 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.

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 BV Age Group Director.

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 President and or any other member of the executive 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.

Any issue relating to evaluations, including a formal Grievance, should be directed in writing to the respective Age Group Director as applicable, who may, in turn, refer the matter up to the Manager of Hockey Operations and or the Evaluations Committee. More information on grievances is included in the BVHS Evaluations Guidelines.

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 Respect in Sport provisions above will not be formally considered by BVHS.