

Complaint Resolution Process

Simons Valley Hockey Association (SVHA) is committed to treating all our members fairly and with respect. Notwithstanding this commitment, occasionally someone may feel they have not been dealt with in a just and fair manner, or there may be a misunderstanding that needs to be resolved. To that end, SVHA has developed the following process to ensure that complaints and/or concerns are dealt with in a fair and timely manner.

If you have any questions regarding this process, or if you require any further information on how to make a complaint, please contact the Director of Safety & Conduct.

While SVHA encourages association members to speak out when breaches of the Codes of Conduct are apparent, we encourage members to attempt to address them at the level at which they occur. For example, if a parent is concerned with the actions of a player, they should speak with the coach or manager of that team. Hockey is an emotional game for players, coaches, and parents.

We encourage parents who have concerns relating to their own children to abide by the well-tested '24-hr cooling off' period. By waiting 24 hours before contacting the coach, emotions should subside, and a constructive dialogue can then proceed.

Where a matter is not resolved satisfactorily at the team level, the complaint or concern can be referred directly by email to the Divisional Director with a request that he or she intercede.

Submitting a Complaint/Concern

When a complaint/concern is received by a coach, manager, or other team official, and cannot be resolved at the team level or by the Divisional Director, the team official or parent may request that the complaint/concern be submitted in writing to the Disciplinary Committee.

The Disciplinary Committee will endeavour to email an acknowledgement within 48 hours to all parties involved striving for a resolution within 5 business days after confirming receipt of the complaint. In the event that more information is required, SVHA will deal directly with the people involved, and a resolution and final position letter will, in most cases, be issued within 10 business days of receipt of the complaint.

Where the complaint/concern is of an urgent nature it may be submitted in writing directly to the Divisional Director. Complaint details should include the time and location of the incident, names of the people involved, the specific breach of conduct, and what discussions have occurred at the team level.

Sanctions

In situations where it is deemed necessary, SVHA reserves the right to implement disciplinary action as recommended by the Disciplinary Committee or by the SVHA Board. In such situations, the party in question may be invited to appear in person to provide information.

SVHA reserves the right to remove individuals from active involvement in team activities (not limited to games and practices) where the safety and peace of mind of an SVHA player, parent or official may be at risk.

Complaints Relating to Coaches or Players

Prior to SVHA considering a complaint, the complainant must confirm that they have had a discussion with the coach and/or team manager concerning the complaint. If the complainant feels they cannot safely approach either the coach or the manager they have the right to file the complaint directly to the Divisional Director.

Once there has been a discussion at the team level, if no resolution has occurred, the following procedure will be followed:

1. The complaint must be submitted by e-mail to the Divisional Director and must include sufficient detail for the reader to understand the issue.
2. The complainant must provide written consent for the complaint to be released to anyone required to deal with the complaint, which may result in the complaint being public.
3. The complaint, once authorized and if incapable of resolution by the Divisional Director in consultation with the complainant, will be forwarded to the Disciplinary Committee. The Disciplinary Committee will assess the merit of the complaint, usually through consultation with the complainant.
4. If it is decided that the complaint has merit, the Disciplinary Committee shall have a meeting with the affected member, sharing the written complaint. The Committee shall use its discretion as to whether it is appropriate to bring the complaint to the attention of the SVHA Board for further review.
5. At the conclusion of the meetings outlined in (3) and (4), the Disciplinary Committee shall form a decision relative to the complaint and communicate its conclusions and decisions in writing to the complainant and all concerned parties, including the SVHA President and Executive.