



## **ACES OKANAGAN HOCKEY ACADEMY DISPUTE RESOLUTION PROCEDURE**

Aces OHC has established this Dispute Resolution Procedure to provide an efficient, orderly and uniform method of resolving all covered disputes, complaints and grievances.

This procedure provides the exclusive remedy to resolve such disputes, complaints and grievances not otherwise addressed by the Aces OHC Parent-Coach Communication Plan and Complaint Procedure or the Aces OHC Parent and Player Code of Conducts.

Each Aces OHC member, player, coach, official, referee, parent, guardian, agent or other person, team, sponsor, spectator or other group or organization ("Participant") by their participation agrees to abide by the Dispute Resolution Procedure as the appropriate remedy for all said grievances by virtue of their membership, affiliation or participation at any time in Aces OHC or Aces OHC programs and events, and grievances that may arise between Aces OHC and any players, coaches, officials, parents or spectators of other organizations.

### **Parent-Coach Communication Plan and Parent-Coach Complaint Procedure**

For matters outlined in the Parent-Coach Communication Plan and in the Aces OHC Coaches Manual, parents shall follow and abide by the Parent-Coach Complaint Procedure. Conduct That May Warrant Disciplinary Action For matters outlined in the General Conduct and Disciplinary Action Plan, parties shall follow and abide by the Disciplinary Action Plan.

### **Scope of the Complaint or Grievance Dispute Resolution Procedure**

A complaint or grievance governed by this Dispute Resolution Procedure is defined as any conflict, dispute or disagreement between:

- Participants, including but not limited to any parents or guardians of a player and that player's coach or a league official or members of different Aces OHC teams that may allege an on-going violation of Aces OHC Policies & Procedures and/or CAHA or USA Hockey rules and policies or some other continuing conduct or circumstance which requires resolution;
- Any Aces OHC member, player, coach or parent and a member, player, coach or parent of an outside organization;
- Anyone with a complaint or grievance relative to the Aces OHC organization and/or its policies and procedures.

All Participants should attempt to resolve grievances expeditiously and fairly at the lowest possible level within the Dispute Resolution Procedure. These procedures are not, however,

intended to resolve minor issues related to a player's participation on a team (such as playing time, positioning, or minor discipline) or private disputes between Aces OHC Participants.

If applicable, grievances should allege a specific violation of Aces OHC, CAHA or USA Hockey rules, policies or procedures.

**Matters outlined in the Codes of Conduct and General Conduct shall be subject to the procedures set forth therein and in conjunction with this Dispute Resolution Procedure.**

### **The "Twenty-Four Hour" Rule**

Unless the nature of the grievance requires immediate attention, Aces OHC members and participants are required to wait at least twenty-four hours after the event or incident before initiating these procedures. It should also be understood that a violation of Aces OHC policy by one person does not justify violation of Aces OHC policy by another person. Premature grievances may be deferred until expiration of this cooling-off period.

### **Step One**

Grievances about a team, its players or its coaches shall first be presented in writing to the Aces OHC Coaching Director after observance of the Twenty-Four-Hour Rule, at which time it will be addressed between the parties involved. The Aces OHC Coaching Director will work with the team members, coaches and/or other team officials involved to resolve the grievance internally in an expeditious and fair manner. If deemed appropriate by the Aces OHC Coaching Director, coaches may be encouraged to meet with players, coaches and/or other team officials to attempt to resolve grievances in an amicable and informal manner.

If a grievance arises between members of different Aces OHC teams or with teams from other organizations, then the Aces OHC Coaching Director, the President and/or Vice President of the Board, and President and/or Vice President of the Parent Advisory Board, and head coaches of the teams involved should meet and work together to resolve the grievance. If the grievance is not resolved in a meaningful way, the subject should then be addressed by Step Two. In all events as applicable, the Bylaws of USA Hockey shall control.

### **Step Two**

Some problems may not be resolvable by the Aces OHC Coaching Director at the team level in Step One and/or some complaints, by their nature, may cause the Participant(s) to be concerned about the matter being heard by the Disciplinary Chair (as to matters involving conduct violations requiring disciplinary action) or the Board of Directors and Parent Advisory Board (as to matters involving rules and policy grievances or other matters). In such cases, the Aces OHC Coaching Director will submit the matter appropriately to the Disciplinary Chair or the Board of Directors for consideration to determine the remedy and/or corrective to be taken. In all events as applicable, the Bylaws of USA Hockey shall control.

### **Step Three**

If the grievance is not resolved to the satisfaction of the parties at Step Two, then the grievance may be presented to the Aces OHC Board of Directors and Parent Advisory Board or an approved resolution committee formed by the Board of Directors specifically for the particular matter at hand within ten days of the decision for consideration and review. Filing a formal grievance with the Aces OHC Board of Directors or an approved resolution committee should be considered the last resort. In all events as applicable, the Bylaws of USA Hockey shall control.