

## Grievance Policy:

BAHA has adopted a grievance policy to allow members to express their concerns and receive a timely resolution. To ensure a respectful and professional experience for everyone, each party must follow the grievance procedures outlined in this policy. These procedures are as follows:

1. **Cooling-off Period:** Unless the nature of the grievance requires immediate attention, BAHA members and participants must wait at least twenty-four (24) hours after the event or incident before initiating a discussion. All participants should aim to resolve grievances expeditiously and fairly at the most immediate level possible. Concerns should be addressed with the head coach, team manager, coordinator, or director. All concerns will be addressed at the most immediate level within three (3) business days of initial contact.
2. **Grievance Resolution Form:** If the grievance is not resolved at the most immediate level to the satisfaction of the grievant, a "Grievance Resolution Form" found on BAHA's website must be completed and submitted to the Chairperson of the SafeSport/Grievance/Discipline (SSGD) Committee by email. The grievant must properly file this form within fourteen (14) calendar days after the incident, or the grievance may not be heard. Once a written grievance is received, a special meeting by the SSGD Committee will be scheduled within fourteen (14) calendar days for review and discussion. The committee will determine if no further resolution is required, a grievance hearing should be convened, or additional action is necessary. The Chairperson of the SSGD Committee will notify the grievant of the committee's decision to proceed.
3. **Hearing:** The SSGD Committee shall hold a hearing no later than fourteen (14) business days after the grievance is submitted unless a later date is agreed upon by the parties and approved by the committee or required due to extenuating circumstances. A panel consisting of three SSGD Committee members will form the Grievance Committee Hearing Panel and will be responsible for notifying all interested parties and facilitating the hearing. All parties must agree to conduct themselves professionally and respectfully. The Grievance Committee Hearing Panel must decide by a majority of the panel members hearing the matter that a violation has occurred. The Grievance Committee Hearing Panel shall use reasonable effort to render its decision within five (5) business days following the hearing. The SSGD Committee Chairperson will report the findings of the hearing to the full Board at the next scheduled board meeting. The board president will notify the member(s) filing the grievance or complaint of the final findings and determination. All decisions made by the SSGD Committee in the grievance procedure process, as laid out, are final.
4. **Right to Appeal:** In the event the issue is still not resolved, or the parties are not satisfied with the ruling, they may appeal the decision in writing to the Director of the MN Hockey District 15.
5. **Penalties:** Failure to follow these procedures laid out in this policy may incur punitive action by the BAHA Board of Directors.