

GTHA GRIEVANCE PROCEDURE POLICY

The Grand Traverse Hockey Association (GTHA) intends to adhere to the following procedures to settle grievances that may arise during the season regardless of the parties involved in the conflict. GTHA fully stands by the terms and conditions as fully set forth in the USA Participant Code of Conduct, the Parent Code of Conduct, the GTHA Academic Agreement & Player Code of Conduct, and all other similar documents that may be approved or in anyway utilized by GTHA. GTHA fully anticipates the proper handling of grievances in order to get problems out in the open and taken care of as quickly as possible. **There is a strict “24-hour rule” in relation to ALL GTHA grievances, except in extraordinary circumstances.**

Initial Informal Process - Should you have a problem during the season that cannot be settled one-on-one directly with the other person(s) involved, please follow the steps below to help solve the problem. If the matter cannot initially be settled between the parties involved, the specific Coach of the team and the team manager shall become involved in an attempt to resolve the dispute. If they can't help fully resolve the dispute, then the matter should be taken to both the specific Division Rep and the respective Vice-President for that Division (Girls, House, or Travel) in an attempt to resolve the problem. If the issue still cannot be resolved, only then shall a Formal Grievance be filed as directed below.

Formal Grievance - All persons wishing to lodge a formal grievance with the GTHA Executive Board, only in the event that the aforementioned Initial Informal Process has not fully resolved the dispute, must write a detailed letter (signed) or e-mail (in which it is made known from whom the e-mail originated) that fully spells out the grievance and the status of the Initial Informal Process taken to date. The letter or e-mail should be sent to the GTHA Executive President, as indicated below, who will facilitate the formal investigation and communication in regards to the matter. The GTHA Executive President shall also notify the person against whom a grievance is being lodged and provide an opportunity to respond.

1. Grievance With a Coach, Player or Parent: Should a parent or participant need to lodge a Formal Grievance against a GTHA Coach, the above directions regarding a Formal Grievance should be followed. **AT NO TIME SHALL A COACH BE APPROACHED BEFORE, DURING OR IMMEDIATELY FOLLOWING A GAME.** If there is problem with a Coach, Participant or Parent that requires immediate action, the Executive President shall be authorized to mandate immediate corrective action be taken using his/her best judgment under the circumstances. Otherwise, the Executive President shall process the Formal Grievance to the GTHA Executive Board as he/she sees fit. Further, only in extreme circumstances shall a person not attempt to first resolve the problem with the Initial Informal Process.