



Grievance Process

The Coulee Region Stars co-op is committed to maintaining a positive, supportive, and respectful environment for all participants, coaches, volunteers, and families. We recognize that, at times, concerns or conflicts may arise.

Our goal is to promote open communication, ensure fairness, and resolve issues in a way that supports our associations values of respect, teamwork, and sportsmanship. The grievance policy reflects our belief that resolving conflicts effectively strengthens our community and enriches the experience for all members.

Grievance Procedures

These procedures outline a process for individuals to address complaints, disputes, or other significant concerns. Additionally, this process is intended to provide individuals with a forum to communicate with the CRS girls directors when all other attempts to resolve a grievance have failed. Those wishing to file a grievance report must adhere to the following process:

Step 1 Cooling off period

Members must abide by a 24 hour cooling off period, in which it is recommended that members consider the situation and their perspective prior to discussing/reporting a grievance.

Note: this does not apply to emergency situations involving the health and/or safety of a minor child.

Step 2 Initial Discussion

When possible, a discussion regarding any grievances should occur in a private and respectful manner, directly with the head coach, team manager, and any individual(s) involved in or having knowledge of the issue. Discussions should occur as close to the time of the grievance as possible so a resolution can be reached. Ideally, most issues will be resolved with this step.

Step 3 Grievance Report Form

If the grievance remains unresolved, individuals may file a [grievance report form](#). Reports are received and reviewed by the CRS girls directors. The girls directors will be in contact with the individual who filed the report within 5 business days to acknowledge the report has been received. It will be determined whether an issue will be forwarded to the association board presidents.

Step 4 Investigation

When determined that further information is required an investigation will take place, in which information will be gathered. Information may be obtained from the grievance report, coaching staff reports, communication with involved parties, video footage, emails, text messages, social media posts, or other electronic information shared with us, or any other related information not previously listed.

Step 5 Decisions/Resolutions

The CRS girls directors will identify a fair resolution to the grievance. If one of the girls directors are an involved party they will not be involved in the investigation or decisions the other two directors will be involved as well as any board members from associations that are brought in. At any point the home associations will be brought into the grievance process.

Step 6 Communication of Decision

The CRS girls directors will report the decision to all parties involved within 5 business days of the determination of the decision. All decisions made will be final and the grievance will be considered resolved. Any further complaints, discussions outside those involved, or retaliation will be considered a violation of code of conduct resulting in a 2 week suspension from the rink and all CRS/team events.