



Mooretown Minor Hockey Association

"The Home of the Jr. Flags
and the Juvenile International Silver Stick® Finals"



07/03/18

Coaching Complaints and Grievances

All complaint/grievances regarding a specific incident or conduct of a coach must be received by the Risk Management Officer in written form and must be received no later than 14 days after the incident.

Note: complaint/grievance must be signed, dated, and include a current phone number of complainant.

1. The Risk Management Officer will notify the coach involved and forward a written copy of the complaint/grievance to the coach within 7 days of receiving the complaint/grievance.
2. Within 14 days of receiving the complaint/grievance the Risk Management Officer will arrange a meeting with the plaintiff and the coach to discuss the complaint/grievance and to work out an appropriate solution.
3. If the meeting of the two parties has not resolved the issue the Risk Management Officer and a Discipline Panel will meet within 7 days to determine if any action is required.
4. All decisions will be forwarded in writing to the parties involved within 7 days.