



## DISPUTE RESOLUTION PROCESS

Glenlake Minor Hockey Club (“GMHC”) expects its players, parents/guardians, coaches and others to abide by its Code of Conduct, along with the Hockey Calgary Regulations Handbook, each as amended from time to time. In cases where a dispute may arise, it is GMHC’s intention that each issue be dealt with in an objective, fair and consistent manner with an outcome that is appropriate for the nature and extent of the issue under consideration.

As referred to in the GMHC Code of Conduct, a 24 Hour cooling off period is mandatory prior to contacting a team representative or a GMHC representative.

Communication should be respectful, courteous and non-confrontational. A complainant must communicate the issue in writing and provide their contact information with the complaint.

Respect in Sport materials and the GMHC Code of Conduct will be applied jointly when dealing with disputes. Complainants should contact the team manager or GMHC representative as set forth below depending on the source of the issue in question (e.g. [timbits@glenlakehockey.com](mailto:timbits@glenlakehockey.com) if directed to the Timbits Age Group Coordinator or [admin@glenlakehockey.com](mailto:admin@glenlakehockey.com) if directed to the Discipline Committee or Executive). Should the first point of contact not resolve the issue, the issue will progress in accordance with the flow below.

<b>Issue involving Player</b>	<b>Issue involving Parent/Coach/Manager/ Other</b>	<b>Issue involving Referee</b>
First point of contact: TEAM MANAGER ↓ AGE GROUP COORDINATOR ↓ DISCIPLINE COMMITTEE ↓ EXECUTIVE	First point of contact: AGE GROUP COORDINATOR ↓ DISCIPLINE COMMITTEE ↓ EXECUTIVE	First point of contact: ADMINISTRATOR ↓ EXECUTIVE ↓ HOCKEY CALGARY Directors, Staff, Appeals Committee ↓ CENTRAL ZONE REFEREES' COMMITTEE Discipline Committee, President

It is GMHC’s intention to ensure that complaints are handled and addressed within a reasonable timeframe.

The Age Group Coordinator will hold a neutral, unbiased position and will receive information regarding the issue and, where appropriate, assist in trying to resolve the issue.

If there is a conflict of interest with the Age Group Coordinator, and he/she is unable to act in this capacity, they must remove themselves, and notify the GMHC Executive who will find a suitable replacement.



### **Glenlake Minor Hockey Club**

c/o Flames Community Arenas  
 2390 47<sup>th</sup> Avenue SW  
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The Age Group Coordinator will:

- Notify the parties in writing of the issue and how it was resolved;
- Assist in bringing about whatever administrative or other action is needed to implement the resolution;
- Ensure that an issue resolution log has been completed, in the event the incident were to occur again; and
- Provide a copy of the issue resolution log to the Discipline Committee.

If the complainant is not satisfied with how the issue has been resolved, or the matter is deemed to be urgent, the matter shall be forwarded to the Discipline Committee for their involvement and handling. Any request for involvement from the Discipline Committee must be made in writing by way of email at [admin@glenlakehockey.com](mailto:admin@glenlakehockey.com), ensuring that all initial GMHC points of contact involved in the earlier process are copied on the email. The complainant must include the following information in its communication with the Discipline Committee:

- Initial complaint;
- All relevant communications between the complainant and the Age Group Coordinator, if applicable; and
- A request that the matter be considered by the Discipline Committee.

The Discipline Committee will review the applicable information related to the dispute and may contact the parties involved for further information. The Discipline Committee will attempt to resolve the issue as expeditiously as possible. The Discipline Committee will, after completing its review of all relevant information before it, communicate its decision in writing regarding the complaint to all parties affected by the complaint.

If a party affected by the complaint is not satisfied with the decision of the Discipline Committee, he/she may request the decision be reviewed by the GMHC Executive. The request, setting out the reasons for appeal, must be made in writing by way of email at [admin@glenlakehockey.com](mailto:admin@glenlakehockey.com). The decision of the GMHC Executive is final and binding.

If an issue is reported from someone outside of GMHC, such as persons from other hockey associations, facilities or Hockey Calgary, the GMHC may deviate from the above-mentioned steps and address the issue in any manner it deems appropriate, acting reasonably.



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