

**Truro and Are Minor Hockey Association
Policy/Procedure**

SUBJECT Risk Management	TITLE Grievance Procedures
Number: 4.3	Approved: November 2010

Player/Member grievance procedure:

- i) Member/Guardian must request a meeting with Team Coach and Manager to discuss the problem.
- ii) If this does not resolve the problem, the grievance must be submitted in writing to the Division Rep, and a meeting requested with the Rep, Team Coach, Team Manager and the player and his/her guardian. The written grievance will be kept on file with TAMHA.
- iii) If this issue is still not resolved then the parent/guardian may request a meeting with the President. The President and/or a committee appointed by the President, will hear the grievance, make a ruling, and report back to the Board. Grievance procedures for grievances beyond the Board of Directors shall be in accordance with NSMHC Regulations.

All complaints or appeals must be referred to the Board, in writing. Complainants may request to appear in person before the Board if the grievance process has been followed and their grievance has not been resolved.

At the invitation of the Board, the complainant(s) will state the complaint, however, any discussion by the Board will be held in-camera and a decision will depend upon a simple majority vote. The complaint and any decision related thereto, as well as a record of the vote, will be maintained in the minutes. The complainant(s) will be advised of any decision verbally or in writing if they so desire.

Ethics Committee

An Ethics Committee is to be in place which should consist of the two immediate Past Presidents of TAMHA and a third member appointed by the President, who should not be a member of TAMHA. All levels in the TAMHA grievance procedure must be followed first and then an appeal can be made to the Ethics Committee for a ruling. The Ethics Committee can only hear an appeal when the Executive and/or the Board over-steps the bounds of the Memorandum and By-Laws and the Ethics Committee shall make a recommendation to the Board of Directors for ratification.