

PART III

RULES OF OPERATION

**CHANGES INDICATED IN RED ARE APPROVED BY THE AGHA EXECUTIVE COMMITTEE
AND ARE IN FORCE PENDING RATIFICATION BY THE MEMBERSHIP
at the next Annual General Meeting**

24 HOUR RULE

The Almaguin Girls Hockey Association has adopted the “24 Hour Rule.” The intent of this rule is to move emotional and confrontational discussions away from the presence of the players, to allow parties to “cool off” and compose themselves, and/or to put a provoking incident or situation that occurred in perspective before meeting to discuss it.

Team Staff and/or Members, including Executive Members, should not discuss any situation, including a try-out or game related situation, a game incident, or any situation that occurred during a game, that has provoked an adverse emotional response or created a hostile situation until at least twenty-four (24) hours after the fact.

Members should not approach any Team Staff and/or other Members, including Executive Members, following any situation, including a try-out or game related situation, a game incident, or any situation that occurred during a game, that has provoked an adverse emotional response or created a hostile situation until at least twenty-four (24) hours after the fact.

Complaints should be directed through the proper channels.

COMPLAINTS PROCEDURE

If a Parent/Guardian has a concern or problem that he/she would like to address with their daughter’s Team Staff, the following Steps should be followed in the sequence provided:

Level One:

Step 1. Follow the “24 Hour Rule.” Wait at least twenty-four (24) hours after the incident or game before approaching Team Staff with a complaint. This gives all parties a chance to reflect on what has happened. More often than not a concern is resolved by discussion with the Player.

Parents/Guardians should not call Executive Members to discuss the issue, as concerns will only be addressed after the appropriate Steps have been followed.

Step 2. Discuss the concern informally in a one-on-one meeting directly with the party involved, or, if the Parent/Guardian prefers, the Team Designate (an “arm’s length” Team Designate is to be determined by the team **staff** at the start of the hockey season) could approach the party on the Parent/Guardian’s behalf. If this does not resolve the issue, proceed to Step 3.

Step 3. Hold a meeting within seven (7) days at which the Team Designate, acting as mediator, will bring the parties together and promote dialogue and facilitate a resolution.

Step 4. If the issue/concern is still not resolved following the meeting in Step 3, the concern should be submitted to the President in writing using the AGHA Complaint Form.

Level Two:

In the event of an unsatisfactory result at Level One, the Complaint may be escalated to Level Two. At Level Two, dialogue between the Complainant and Respondent is facilitated by the Dispute Resolution Committee. The Dispute Resolution Committee will be **selected by the Executive Committee and will be** comprised of individuals deemed capable of managing the Complaint with fairness and impartiality. The Committee will consist of a Community Representative, Executive Member and a Team Designate (not from the involved team). The President will not form part of the Dispute Resolution Committee.

Step 1. The Complainant completes and submits an AGHA Complaint Form (see attached Appendix B) to the President.

Step 2. The Dispute Resolution Committee meets to independently assess the Complaint and determine whether there is validity to the concerns raised and to assess the team’s role in handling the situation. If the Dispute Resolution Committee determines that a Complaint has no merit, the Complaint will be referred back to the Executive Committee and no further action will be taken.

Step 3. If the Complaint has merit, an informal meeting before the Dispute Resolution Committee will be scheduled within seven (7) days from receipt of the written AGHA Complaint Form. The Committee will assist the Complainant and the Respondent to reach a resolution.

Step 4. Should the parties reach a resolution, Section C of the Complaint Form will be completed and submitted to the Executive Committee with copies provided to the Complainant and the Respondent. No further action is required.

Step 5. Should a resolution not be reached, the Complainant and the Respondent will be excused from the meeting and the Dispute Resolution Committee will make a decision and complete the “Decision Section” on the Complaint Form and return it to the President. The Complainant and the Respondent will receive a copy of the Decision within three (3) days of the Committee meeting.

Level Three:

If the Complainant is not satisfied with the Decision of the Dispute Resolution Committee, he/she can file an appeal to the Ontario Women's Hockey Association (OWHA). Complaints received at Level Three must have first been processed through Levels One and Two respectively. No complaint may by-pass Levels One and Two unless there are extenuating and/or serious circumstances that endanger the well-being of an individual.

1. The OWHA must receive an appeal application by mail or personal delivery no later than seven (7) days (including weekends and holidays) from the date the Decision being appealed was sent to the person appealing. The Application fee is \$100 and must be received with the Appeal Application.
2. The OWHA President refers the Appeal Application to the Risk Management Officer to facilitate the process. If the Risk Management Officer determines that the matter did not go through the proper AGHA Complaints Procedure, it will be referred back to the Complainant advising him/her to go through the proper process.
3. Should the Risk Management Officer determine that a hearing is necessary, it will be scheduled no later than ten (10) days after receipt of the Complaint. The Complainant and the Respondent will be notified of the hearing in writing and all parties will be given a copy of the material submitted to the OWHA. Prior to the hearing, every attempt will be made to facilitate a resolution before a formal Decision is made.
4. Should a hearing not be necessary, a response will be sent to the Complainant and the Respondent.
5. Once the appeal is resolved, the OWHA will mail the Decision to all parties. If the appeal concerns a harassment and abuse issue, the Ontario Hockey Federation (OHF) will be notified as required.
6. Should the parties not be satisfied with the decision of the OWHA, he/she may appeal the decision to the OHF.

TEAM STAFF

Coaching Applications are to be submitted to the AGHA Executive Committee by all Coaches. The selection of Coaches is the responsibility of the Executive Committee.

Team Staff appointments are for a period of one (1) year. Team Staff refers to the Head Coach, Assistant Coach or Coaches, Manager, and Trainer for a team. All Team Staff and Parent/Guardian Volunteers must be approved by the Executive Committee.

All Team Staff with the exception of Student Team Staff shall complete the Speak-Out or Respect in Sports course and complete a Vulnerable Sector (VS) Check and/or show proof that they have applied for a VS Check prior to the first practice of the season. Copies of VS Checks

APPENDIX B



ALMAGUIN GIRLS HOCKEY ASSOCIATION

Members of the O.W.H.A.
P.O. BOX 668 * SUNDRIDGE * ONTARIO * P0A 1Z0



COMPLAINT FORM

(To be used at the local association level for all Complaints filed)

Local Association Name: **ALMAGUIN GIRLS HOCKEY ASSOCIATION**

President of Local Association: _____

Please refer to the AGHA Handbook for details regarding the AGHA Complaint Procedure.

Section 1: Complainant Information

(must be completed for form to be accepted)

Details of individual filing complaint (Hereafter called "Complainant")

Name _____

Phone number _____ Alternate phone number _____

Home address: _____

Email address: _____

Your role in this specific incident: (please choose one)

| | |
|--------------------------|-----------------|
| <input type="checkbox"/> | COACHING STAFF |
| <input type="checkbox"/> | PLAYER |
| <input type="checkbox"/> | PARENT/GUARDIAN |
| <input type="checkbox"/> | OFFICIAL |

| | |
|--------------------------|------------------|
| <input type="checkbox"/> | SPECTATOR |
| <input type="checkbox"/> | EXECUTIVE MEMBER |
| <input type="checkbox"/> | OTHER: |

Section 2: Respondent Information

(must be completed for form to be accepted)

Details of individual against whom the complaint is filed (Hereafter called "Complainant")

Name _____

Phone number _____ Alternate phone number _____

Home address: _____

Email address: _____

Their role in this specific incident: (please choose one)

| | |
|--------------------------|----------------|
| <input type="checkbox"/> | COACHING STAFF |
| <input type="checkbox"/> | PLAYER |
| <input type="checkbox"/> | PARENT |
| <input type="checkbox"/> | OFFICIAL |

| | |
|--------------------------|------------------|
| <input type="checkbox"/> | SPECTATOR |
| <input type="checkbox"/> | EXECUTIVE MEMBER |
| <input type="checkbox"/> | OTHER: |

Section 3: Nature of Complaint

(to be completed by Complainant)

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|--------------------------|-----------------|
| <input type="checkbox"/> | CODE OF CONDUCT |
| <input type="checkbox"/> | ABUSE |

| | |
|--------------------------|-------------|
| <input type="checkbox"/> | HARRASSMENT |
| <input type="checkbox"/> | OTHER: |

Please describe the complaint, identifying the facts and issues, against the respondent. Please include details such as date, location etc: (please attach a separate sheet if needed)

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Attempts made at Team level to resolve:

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|--------------------------|-----------------------|
| <input type="checkbox"/> | 24 Hour Rule |
| <input type="checkbox"/> | One-on-One Discussion |

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|--------------------------|----------------------------|
| <input type="checkbox"/> | Referred to Team Designate |
| <input type="checkbox"/> | OTHER: |

Please provide details of the resolution attempts. If any steps were not followed, please indicate the reason:

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Date complaint submitted: _____ Signature: _____

Section 4: Local Association Process

Date complaint received by President: _____ Signature: _____

Dispute Resolution Committee review date: _____

The Complaint is accepted: NO or YES

NO the Complaint is NOT accepted:

(If complaint not accepted, the Dispute Resolution Committee will submit in writing below the reasons the complaint was not accepted and return to the Complainant and Executive Committee)

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or

YES the Complaint IS accepted:

(Meeting to be scheduled within seven (7) days after review date)

Dispute Resolution Committee Meeting date: _____

The Complaint is resolved: YES or NO

YES the Complaint IS resolved:

If Complaint resolved, please list any actions or recommendations:

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Or

NO the Complaint is NOT resolved:

(If Complaint is not resolved, Dispute Resolution Committee to complete Section 5)

Section 5: Dispute Resolution Committee Decision Section

(Please provide the details of the final decision as determined by the Dispute Resolution Committee – please attach document(s) that are sent to Complainant and Respondent.)

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The Complainant is satisfied with the resolution: YES or NO

Process of appeal to OWHA explained: YES or NO

Appeal to OWHA: YES or NO

Date appeal sent to OWHA Office: _____