



Richmond Jets Minor Hockey Association Dispute Resolution Process

Please also refer to RJMHA Dispute Resolution Process Chart and Team Dispute Resolution Process Chart.

Being part of a team disputes will arise. When these conflicts do arise, it is important to follow the process below and keep ensuring there is respectful and open communication.

Every effort should be made to resolve the conflict at the team level.

24 Hour Rule:

The **24 hour rule** allows all parties to let the dust settle and gain perspective on the situation.

Parents/guardians are not allowed to discuss any negative game or practice situations with the coaching or management staff prior to a 24 hour period.

If the incident involves abuse or any party is in danger, the proper authorities must be contacted. See [Harassment and Bullying policy](#)

Reporting The Conflict

After 24 hours, the parent/guardian must bring the dispute to the attention of the team manager. The complaint should outline the facts of the situation and not the emotions as well as parties involved and what outcome the complainant would like to see. The complaint should be in writing in order to have a documented chain of events as well as time when the complaint is brought forward.

The team manager will acknowledge written complaints within 48 hours of receipt.

Resolving The Conflict

The team manager will:

1. Speak to affected parties to ensure they feel heard and the lines of communication are open
2. Understand the facts in the situation
3. Bring the parties together to present and clarify the facts of the situation
4. Come to an agreed upon resolution
5. Follow up in writing with affected parties on the resolution of the complaint and ask those parties to acknowledge

Support:

The team manager will have the support of their Division Manager and Board Ambassador in resolving conflict.

Escalation Process:

If the team manager and Division Manager feel that the issue is serious enough to be presented to the board, they will discuss with the Board Ambassador who will present to the board of directors in writing. The board will be presented all written correspondence including the original complaint and the recommended resolution.

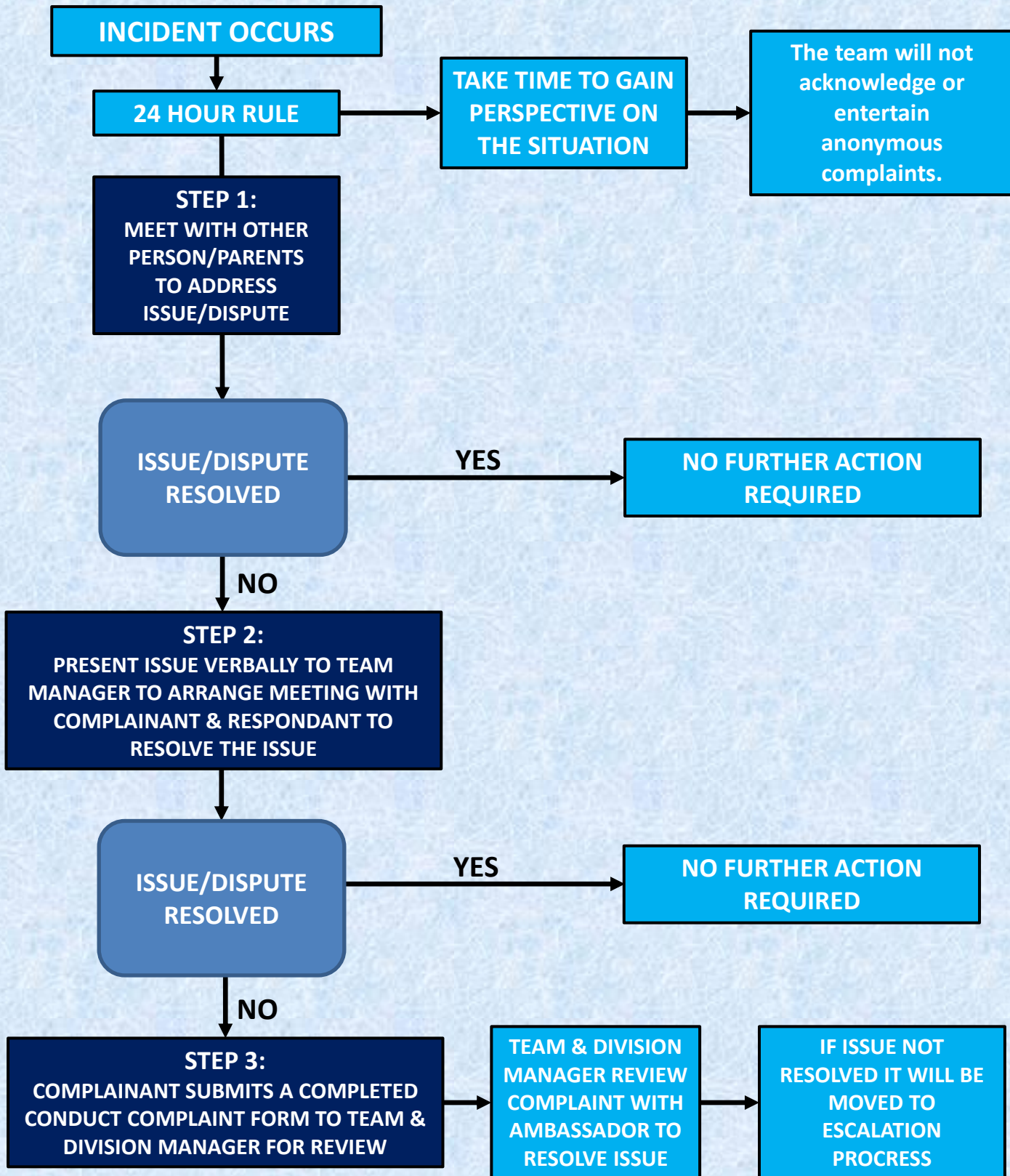
The board will not acknowledge or entertain anonymous complaints.



RJMHA TEAM DISPUTE RESOLUTION PROCESS



NOV. 2020





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RJMHA DISPUTE RESOLUTION PROCESS

INCIDENT OCCURS

ABUSE OR PARTY IN DANGER

24 HOUR RULE

TAKE TIME TO GAIN PERSPECTIVE ON THE SITUATION

CONTACT PROPER AUTHORITIES. REFER TO HARASSMENT & BULLYING POLICY

COMPLAINANT CONTACTS TEAM MANAGER

IF CONFLICT WITH MANAGER CONTACT COACH OR HCSP

COMPLAINANT OUTLINES FACTS, PARTIES INVOLVED & POSSIBLE OUTCOMES

TEAM MANAGER TO ACKNOWLEDGE WITHIN 48 HOURS

RESOLVING CONFLICT – THE TEAM MANAGER WILL:

1. SPEAK TO AFFECTED PARTIES TO ENSURE THEY FEEL HEARD & LINES OF COMMUNICATION ARE OPEN.

2. UNDERSTAND THE FACTS OF THE SITUATION

3. BRING PARTIES TOGETHER TO PRESENT & CLARIFY FACTS

4. COME TO AN AGREED RESOLUTION

5. FOLLOW UP IN WRITING TO AFFECTED PARTIES & ASK THOSE PARTIES TO ACKNOWLEDGE RECEIPT OF THE RESOLUTION/DECISION

SUPPORT - THE TEAM MANAGER WILL HAVE SUPPORT OF THE DIVISION MANAGER & BOARD AMBASSADOR IN RESOLVING CONFLICT

ESCALATION PROCESS – IF TM/DM FEEL THE INCIDENT IS SERIOUS ENOUGH TO GO TO THE BOARD, A CONDUCT COMPLAINT FORM WILL BE COMPLETED AND PRESENTED TO THE THE AMBASSADOR & PRESIDENT OR VP + THE ORIGINAL COMPLAINT FOR REVIEW & FINAL RESOLUTION BY DISPUTE RESOLUTION COMMITTEE

The board will not acknowledge or entertain anonymous complaints.