

Definitions of Terms used in Dispute Resolution Process

Complaint: Description of problem

Complainant: The person raising the complaint

Respondent: The person with whom the complaint is about and who responds to the complaint

Team designate: The person whom the team identifies as the person available to assist with the handling of complaints with the team (i.e. team manager, trainer, parent liaison, etc.)

Dispute Resolution Committee: A committee put in place by the Orillia Minor Hockey Association (three members of the board) who review and evaluate complaints that are raised by the complainant. The members of this committee shall be determined at the beginning of each hockey season. Two members shall remain constant. The area of responsibility will determine the third member of the committee. (E.g. house league issue will be Director of House league) Should any member be unable to sit on the committee due to circumstances beyond their control the President may appoint an alternate board member.

LEVEL I – TEAM DISPUTE RESOLUTION PROCESS

Team Dispute Resolution Process

The hockey environment can be quite emotional in both a positive and negative sense. As a spectator at a hockey game or practice, it is common for individuals to pass judgement and opinion on the situation at hand and/or the hockey program. At times, these judgements and opinions may be accurate or inaccurate. When these views evolve into a dispute, it is highly advisable to address the matter at the earliest opportunity.

A common and effective practice is to allow 24 hours after an on ice session before discussing the concerns raised by the Complainant. Emotions are often peaked in the immediate hours following a game or practice, which is not conducive to a rational assessment of the situation. If the Complainant still has an issue or concern that needs to be addressed beyond the 24-hour period, it is strongly encouraged that the Complainant first meet with the Respondent and team designate in an attempt to resolve the issue. The team designate, acting in the role of mediator, will bring the parties (Complainant and Respondent) together to promote dialogue and to facilitate a resolution of the complaint.

STEP 1

Complainant to advise team designate they would like to meet respondent with team designate present as mediator.

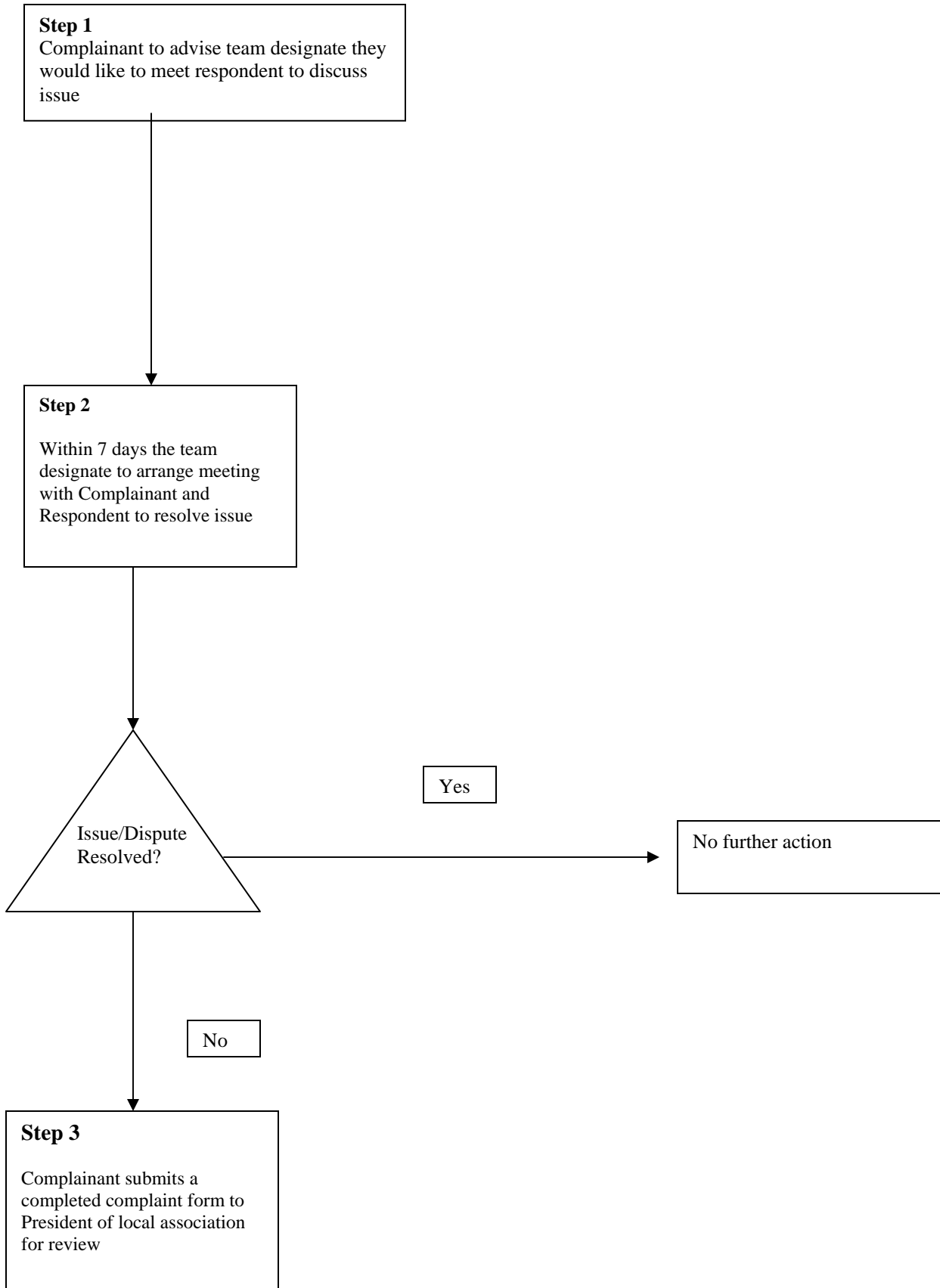
STEP 2

Within 7 days of receiving the verbal complaint, the team designate will arrange an informal meeting between the Complainant and the Respondent to address the issue in an attempt to reach a resolution.

STEP 3

If the Complainant is not satisfied with the outcome of the informal meeting described in Step 2, the Complainant may complete a complaint form and submit the formal complaint to the President of the Orillia Minor Hockey Association for review. A copy of the complaint form can be obtained from the hockey office or from the Orillia Minor Hockey website.

Team Dispute Resolution Process Level 1



LEVEL II – LOCAL ASSOCIATION PROCESS – MEMBER COMPLAINTS COMMITTEE

In the event of an unsatisfactory result at Level I, the matter may be escalated to Level II. At Level II, dialogue between the Complainant and the Respondent is facilitated by the Dispute Resolution Committee of the Orillia Minor Hockey Association. If an agreement is not reached, the Dispute Resolution Committee will render a decision in the matter with recommendations if necessary.

STEP 1

Complainant completes and submits complaint form either by mail or fax to the local association President for handling.

STEP 2

The President or his/her designate will process the complaint form to be dealt with by the Dispute Resolution Committee who is assigned to handle all complaints. The Committee independently assesses the complaint and determines whether there is validity to the concerns raised and to assess the team's role in handling the situation.

STEP 3

If the Dispute Resolution Committee determines that a complaint has no merit or that an informal meeting is unnecessary, the complaint will be referred back to the Executive indicating that no further action will be taken. The Dispute Resolution Committee will prepare a written report containing its findings and will send the report to the Complainant/Respondent and to the local association President. The Executive of local association will keep a record of the complaint on file.

STEP 4

If the complaint has merit, an informal meeting before the Dispute Resolution Committee will be scheduled within 7 days from receipt of the written complaint form. An investigation and interviews may be conducted if necessary. The Committee shall be comprised of members deemed capable of managing the complaint with fairness and impartiality. The Committee will be comprised of three members of the Executive. The Committee will assist the Complainant and the Respondent to reach a resolution.

STEP 5

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

STEP 6

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 of the local association. The Complainant and the Respondent will receive a copy of the decision within 3 days of the Committee meeting.

Some disciplinary sanctions may be as follows:

- i) Verbal reprimand
- ii) Written reprimand to be sent to the individual
- iii) Verbal apology by the individual
- iv) Written apology by the individual
- v) Termination of Team service or other voluntary contribution to the team, the minor hockey organization or to the OMHA

STEP 7

If the Complainant is not satisfied with local association decision, he/she can file an appeal to the Appeals Committee. **No complaint may bypass Level 1 and 11 unless there are extenuating circumstances and/or serious circumstances that endanger the well being of an individual.**

**Location Resolution Process
Level 11**

