

9. CONDUCT, GRIEVANCES, DISCIPLINE

9.1 CONDUCT

All members, players, participants and fans are expected to abide by SGMHA's Code of Conduct. Violation of the Code of Conduct may result in disciplinary action being taken.

The Association expects members to exhibit qualities of leadership, which promotes players' sportsmanship and decorum, consistent with acceptable levels of propriety, towards opponents, game officials and spectators.

9.2 STANDARDS OF BEHAVIOUR , CODE OF CONDUCT AND CONFLICT RESOLUTION GUIDELINES

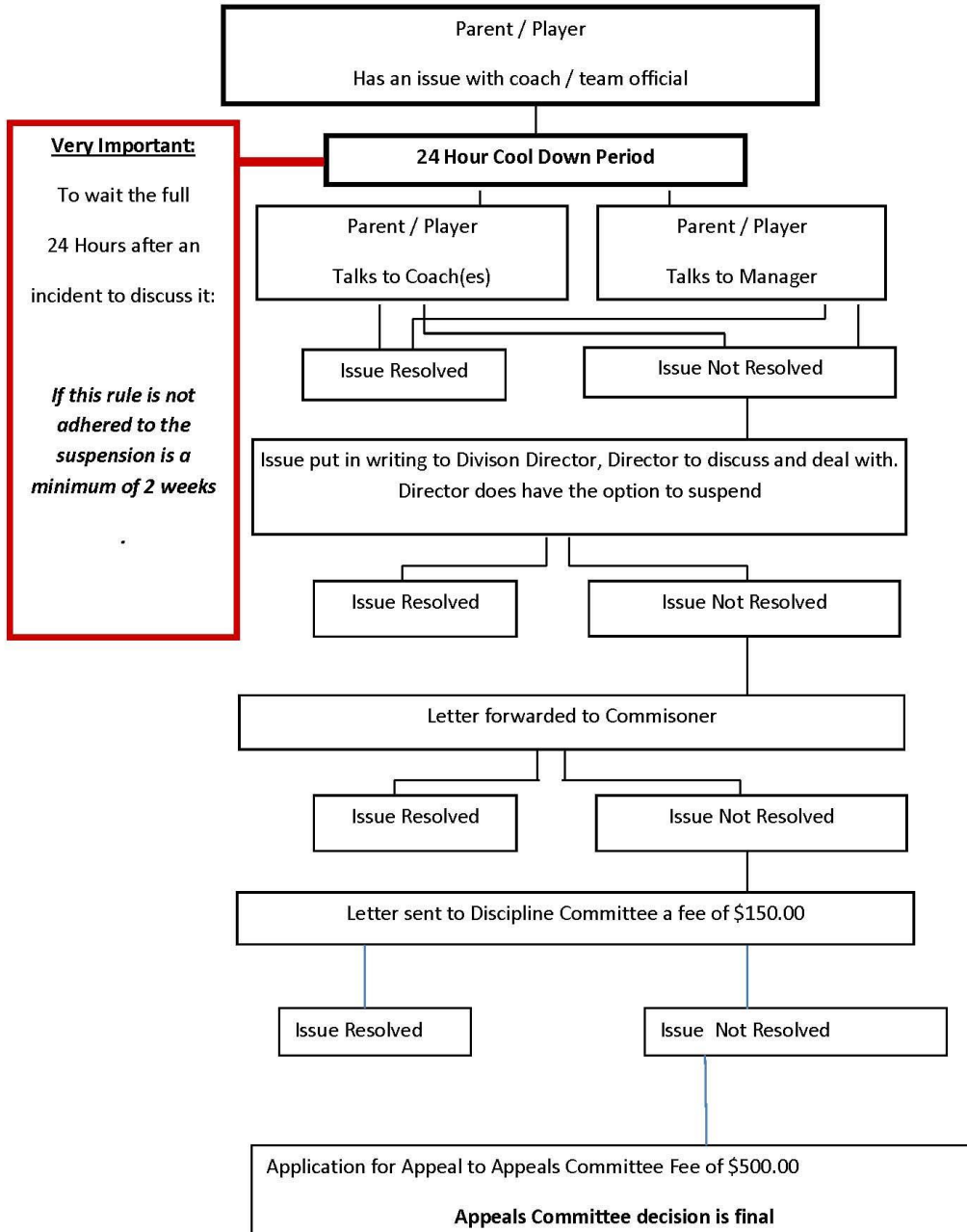
Standards of behavior should be clearly defined and maintained throughout the season, within a climate of mutual respect. It is recognized, however, that behavior may transgress acceptable standards and disciplinary action may be required. Such discipline may be applied to any member of the Association including Executive, Directors, Division Heads and Coordinators, Team Officials (Coaches, Assistants, Trainers, and Managers etc), Players, Parents and spectators and may take the form of, but are not limited to:

- a verbal reprimand
- a written reprimand
- a demand for an apology, either written or verbal, to any affected party
- a suspension from participation in or at Association activities
- a recommendation for an expulsion from the Association
- a required course at own expense
- a combination two or more of the above.

A Flow Chart for conflict resolution is provided below. Members, please note that it is VERY IMPORTANT to wait the full 24 Hours after an incident to discuss it with the coach and or/parent involved. ***If this rule is not adhered to the suspension is a minimum of 2 weeks.***

Executive Board Members can temporarily deal with the issue at hand and a level Director can issue an immediate suspension if required.

Spruce Grove Minor Hockey Association: Parent / Player Communication Flow - Chart



9.3 CODE OF CONDUCT ISSUES:

If a SGMHA Board Member issues a suspension pursuant to 9.2 above, that Board Member is required to immediately thereafter provide the SGMHA Commissioner with a copy of the Incident Report received and Suspension issued for further review by the Commissioner. Further investigation of the Incident Report and suspension given will be at the Commissioner's discretion.

If an SGMHA Member has been suspended pursuant to 9.2 above, they may file an Incident Report with the Commissioner requesting an investigation.

9.4 MEMBER ISSUES, CONCERNS AND GRIEVANCES

Undoubtedly a variety of problems and situations may arise during the Hockey season that require some form of resolution. A large amount of these problems are directed to the SGMHA Executive to resolve, even before a concerted attempt is made at the team level. It is our goal to have issues resolved at the lowest level possible and keep the lines of communication open.

Executive Board Members can temporarily deal with the issue at hand.

All issues, concerns and/or grievances will be dealt with according to the steps set out below. None of these steps may be skipped and there will be no deviation from them. Any issues, concerns or grievances brought forward to any member of the Executive which are not brought forward in the format set out below will be disregarded.

As stated above, the first attempts at a resolution of any issue, grievance or concern should be addressed properly at a team level prior to any involvement by the SGMHA Executive.

- 1. 24-hour Cool Off Period** - Any Member of SGMHA with a specific issue concern or grievance MUST wait 24 hours before bringing the concern forward to the Team Manager, Coach or Parent Liaison. This means –NO EMAILS, NO DIRECT CONFRONTATION, NO PHONE CALLS TO ANYONE prior to the expiry of 24 hours.
- 2. Attempted Resolution at Team Level** – An issue or grievance at a team level should be brought forward to the team manager, parent liaison or a member of the coaching staff at the expiry of the 24 hour cool off period. The team delegate receiving the complaint should arrange for a meeting between the interested parties (and ONLY the interested parties) as quickly as can be reasonably arranged.

PLEASE NOTE – AT THIS POINT AND GOING FORWARD – all issues, grievances or complaints are to be treated in a discreet and confidential manner. No team representative is permitted to discuss the issue or complaint brought forward to them with any party who is not directly interested in the issue and/or complaint or who is not a member of the team “staff” (i.e. coach, assistant coach, manager or parent liaison).

If the team delegate receiving the complaint believes that a meeting between the interested parties will not be amicable and productive and if he or she believes that some or all of the parties are likely to be fractious or unreasonable, that team delegate is advised to contact the Level Director for advice and direction. The Level Director may attend the meeting as an uninterested third party to oversee the resolution of the issue at this point if required.

3. **Involvement of the SGMHA Commissioner** – If the grievance, issue or complaint is not resolved at the team level per #2 above, then the Complainant must provide a written **Incident Report** in the form attached hereto as Appendix “A” **within 48 hours** of the conclusion of the attempted resolution at the team level (i.e. the meeting outlined in #2 above) to the SGMHA Commissioner c/o the SGMHA office. The form can be dropped off to the SGMHA Office in person during regular business hours (Monday to Friday - 8:30-4:30), faxed to the SGMHA Office at 780-571-0065 or may be e-mailed to office@sgmha.ca.

ONLY INCIDENTS PRESENTED IN THE PROPER FORMAT WILL BE FORWARDED TO THE COMMISSIONER. NO EXCEPTIONS.

The SGMHA Commissioner, upon receipt of the Incident Report Form, will investigate the complaint and provide his decision in writing to the following parties within **ten (10) days** of his receipt of the Incident Report:

- a) the Complainant;
- b) any other interested parties in the Incident Report (i.e. coach, manager, other parent involved)
- c) the Level Director
- d) the 1st Vice President.

Per Bylaw 10.2(b), in the case of any individual being accused of the following improprieties the individual can be suspended immediately at the discretion of the Commissioner:

- *Breach of confidentiality*
- *Physical, Emotional, or Sexual Abuse of Players or Other Volunteers,*
- *Libel or Slander of Players or other Volunteers,*

- *Lies about a Previous Record or Relevant Civil or Criminal Convictions, or about Current Relevant Charges Pending,*
- *Misrepresentation of Credentials, Qualifications or References,*
- *Gross Misconduct or Insubordination,*
- *Being Under the Influence of Alcohol or Drugs While Performing a Volunteer Assignment*
- *Falsification of Records,*
- *Illegal, Violent or Unsafe Acts,*
- *Abuse or Mistreatment of Players, Staff, or Volunteers,*
- *Failure to Abide by Spruce Grove Minor Hockey Policies and Procedures.*

The decision of the Commissioner is binding on all parties.

4. **Appeal to Discipline Committee:**

Per Bylaw 11.2, an Appeal to the Discipline Committee does not operate as a stay of the decision of Commissioner, except so far as the Commissioner may direct.

If any of the parties involved wishes to appeal the decision of the SGMHA Commissioner, they must do so by filing a **“Notice of Appeal to the Discipline Committee”** in the form attached hereto as Appendix “B”. Pursuant to SGMHA Bylaw 10.3, the Appeal **MUST** be sent within **seven (7) days** of the Commissioner’s written decision to the 1st Vice President at 1stvp@sgmha.ca and an appeal fee of \$150 must be paid to the SGMHA Administrator.

The First Vice President, upon confirmation of receipt of payment of the \$150 appeal fee, will call a Hearing of the Discipline Committee **within ten (10) days** following receipt of the Notice of Appeal and payment of the appeal fee (**whichever is last received**). The Discipline Committee will advise interested parties of the date of the hearing by EMAIL and will request that those parties bring whatever information the Discipline Committee requires at that time. All interested parties must attend the on the hearing date set.

The Discipline Committee will render its decision, in writing, to all interested parties (via e-mail to the e-mail addresses provided to the Discipline Committee) within **ten (10) days** following the date of the Appeal Hearing.

Pursuant to Bylaw 10.3(b), any individual found to have committed any of the violations as outlined in Bylaw 10.2(b) can be dismissed immediately without warning.

5. **Appeal to Appeals Committee:**

Per Bylaw 11.2, an Appeal to Appeals Committee does not operate as a stay of the decision of Discipline Committee, except so far as the Discipline Committee may direct.

If any of the parties involved wishes to appeal the decision of the Discipline Committee, they must do so by filing a **“Notice of Appeal to the Appeals Committee”** in the form attached hereto as Appendix “C”. Pursuant to SGMHA Bylaw 11.3, the Appeal MUST be sent within **seven (7) days** of the Discipline Committee’s written decision the 1st Vice President at president@sgmha.ca and an appeal fee of \$150 must be paid to the SGMHA Administrator.

Per Bylaw 11.5, the President, in consultation with the First Vice President, shall set a date for the Appeal Hearing which date **within twenty (20) days** following the date of receiving the Notice of Appeal (or the payment of the appeal fee, whichever is received last).

Per Bylaw 11.6, notice of the date for the hearing of the Appeal shall be given by the President to the parties involved in the Appeal either in writing (fax or e-mail) or by telephone to the fax, email address or phone number designated on the Notice of Appeal.

Pursuant to Bylaw 11.7, the decision of the Appeals Committee shall be given in writing (by fax or e-mail) within **ten (10) days** from the date the Hearing concluded and may:

- a) allow the Appeal;
- b) dismiss the Appeal;
- c) give any decision or ruling which ought to have been made and make such further decision and/ or ruling as the circumstances require;

Per Bylaw 11.8, the Appeals Committee decision is final and binding. All members, hockey teams, players, coaches, managers, trainers, officials and parents by virtue and because of their status as such, shall accept as final and binding the decisions of the Appeals Committee, including without limiting the generality of the foregoing, the Appeals Committee’s interpretation or construction of the Rules, Regulations and By-Laws subject only to a right of Appeal to AAHA as provided for in the By-Laws of AAHA.

Pursuant to Bylaw 11.9, any recourse to the Courts of Law, Hockey Alberta or Canadian Hockey Association by any Member, Team, Player, Coach, Manager, Referee, Official or Parent regarding the interpretation and administration of By – Laws, Policy, Rules and Regulations **before all rights and remedies of The Spruce Grove Minor Hockey Association have been availed of and exhausted**, shall be deemed ungentlemanly and un-sportsmanlike conduct within the meaning of the Hockey Alberta Rules and Regulations and a violation of the same thereby enabling the President to suspend and disqualify the said offender.