

## Conflict/Concern Resolution Policy

It is the policy of the QCMHA to respond to and assist with resolution of concerns brought forward by membership. When disputes arise during the season, it is important that they be resolved fairly, consistently, and in a timely fashion. In all cases, issues shall be brought forward in a respectable manner. The following is a step by step Contact Line to resolving Conflict/concern.

### Contact Lines for Conflict Resolution

#### 4.1 Resolution

1. Parents
2. Coach Team Manager
3. Division Representative
4. Disciplinary Committee

#### 4.2 Non Resolution

- a) QCMHA Board of Directors
- b) Regional Director
- c) Hockey Nova Scotia

**It is recommended that all QCMHA members consider the following guidelines as they work through the Contact Lines with their particular conflict/concern (issue) :**

- 1. Games OR practices are never an appropriate place to resolve conflicts.**  
It is important to discuss the issues with the player (son/ daughter) prior to initiating any part of the Conflict/Concern process. Many times the player has information that may resolve the issue. Make a point of scheduling a meeting with involved parties at a time that is convenient for all. If that is not possible employ the assistance of the Division Representative to facilitate the meeting.
- 2. The 24 Hour Rule= Cool heads prevail:** Allow a *minimum* of 24 hours to pass prior to any attempt to address an issue. Use this cooling-off period to validate the facts, collect your thoughts and plan your approach.
- 3. Be Respectful=Listen to understand, not to defend:** Conflict/concerns are best solved through discussion between the parties involved. Taking the time to really hear each other's point of view will help resolve the situation in a timely fashion.
- 4. Follow The Contact Lines:**

1 & 2 At any step in the Contact line resolution can occur. It is not necessary to proceed through the entire chart with every case.

3) An issue that cannot be resolved at the team level needs to be brought to the attention of the Division Representative (D.R). The Division Rep will work with the parties to ensure a resolution is met. If this does not happen then they will take the issue to the Disciplinary Committee.

4) Disciplinary committee (DC) is composed of the QCMHA President, Risk Manager, and the appropriate D.R. The DC will meet with the involved parties to work on a resolution. The actions/decisions made by the committee are final and a report will be filed to the secretary within one week of the decision being made.

4.2a) If the DC is unable to resolve the issue it will be brought to the QCMHA Board for resolution.

4.2b) If the unresolved at the QCMHA board level the issue will be forwarded to the Regional Director (*would that be of the league?*)

4.2 c) and then to Hockey Nova Scotia

5. **Uncomfortable addressing a situation on your own?** Whether player- player, player- coach, coach to coach etc.... take the issue to the Division Representative. They are there to help. Alternatively a letter may be brought forward to the QCMHA Board through the D. R.
6. **Written concerns:** A suggestion, question or concern shall be brought forward through the Divisional Representative or by a written concern addressed to the board.

A. Through the Divisional Representative: The board will hear reports at the next scheduled Board Meeting.

B. Written Concern: The board will review written concerns at the next scheduled meeting after which a Written or verbal response will be issued. The QCMHA Board has an obligation to respond to and assist with resolution of written concerns ONLY if the following apply:

The Written concern is signed by the author

The issue is presented constructively, i.e.- free of name calling

The author offers a reasonable solution and is willing to participate in the solution.

**7. If an altercation occurs at the arena** between coaches, parents and /or players those involved will be immediately removed from the arena. A mandatory meeting will be scheduled with the disciplinary committee to determine further action. Adults involved in the altercation will be required to complete the Respect in Sports for Parents online course, at their own expense.

**8. The QCMHA has zero tolerance** for disrespect by any member of the association toward members of the board, coaches, team officials ,on-ice officials and visitors to our arena. This will result in immediate removal from the arena and a meeting with the Board of Directors, prior to returning.

**9. The following issues involving any QCMHA members et al, merit unconditional and immediate referral to the QCMHA Board of Directors.**

- \* Sexual harassment (verbal or physical) or inappropriate contact of any kind by any one
- \* Physical abuse of any kind by any one
- \* Criminal behavior of any kind by any one