

MC FARLAND YOUTH HOCKEY ASSOCIATION
TEAM REP/MANAGER

Addressing a Parent Concern Procedures

If a parent has a concern about a specific player, the team as a whole, or a coach, he/she should follow this procedure in sequential order. If an agreeable solution is not reached after an individual step, the parent should move to the next step.

Parent should:

1. Talk to the Head Coach or Assistant Coach away from practice or game times. Remember to use the 24 hour rule. Give the situation 24 hours before discussing with the Coach.
2. Meet with the Head Coach and ACE Coordinator.
3. Meet with ACE Coordinator and Coaches Committee.
4. Meet with ACE Coordinator and the designated Mediator.

The ACE Coordinator and Mediator should be listed on the MYHA website under Contacts page.

A parent may seek the assistance of the Team Rep or a MYHA board member during any part of this process.