



MOUND WESTONKA HOCKEY ASSOCIATION GRIEVANCE POLICY

To address grievances, the MWA will assign grievance issues to the Grievance and Disciplinary Committee. The Grievance and Disciplinary committee is an ad hoc committee that will be formed when a Grievance Form is submitted by a member of the Mound Westonka Hockey Association (MWA) or when a USA Hockey SafeSport complaint is made with MWA, District 3, Minnesota Hockey or USA Hockey.

This committee will consist of the MWA Vice President and at least two other MWA Board members that are not directly involved in the situation. As it deems necessary or desirable, the MWA Vice President may choose two other members of the MWA at large to participate on this committee so long as they do not have any known conflicts of interest in the matter.

It is possible that situations may arise that members feel are unfair or unjust, whether that be with a coach, team, volunteer or the MWA generally. Where the concern arises from a team-related situation, a member's first recourse is an adult conversation with the team's head coach.

The MWA employs the "24-hour Rule" where it is expected that the member will consider the situation objectively and privately for at least 24 hours (no phone calls, texts or emails) after it arises and before discussing it with the head coach, team manager, level coordinator or submitting a Grievance Report Form.

If the 24-hour cooling off period has not been observed, the Head Coach, Assistant Coach, Team Manager, Level Coordinator, Hockey Operation Director or Grievance and Disciplinary committee will not respond until the 24-hour period has been observed.

If the informal discussion with the Head Coach or Team Manager does not resolve the matter, the member's next option is to discuss the situation with the appropriate Hockey Operations Committee Level Coordinator. See <http://www.westonkahockey.org/page/show/47135-hockey-operations-committee> for the Level Coordinator contact information.

If the discussion with the Level Coordinator does not resolve the issue, the member's next option is to submit a Grievance Report Form and is follow the formal Grievance process:

- Any member grievance that goes beyond the Level Coordinator must be reduced to writing, via the MWA Grievance Form; phone calls, texts and emails will not be accepted.
- The completed MWA Grievance Form should be submitted to the Hockey Operations Director. In case of such a conflict or potential conflict, the completed Grievance Form should be sent to the MWA Vice President or President, in that order.
- A Grievance and Disciplinary committee shall be formed, by the MWA Vice President, upon receipt of notice that a situation has arisen that requires the attention of the committee.
- Subject to the conflict of interest exceptions outlined above, the chairperson of the Grievance and Disciplinary Committee shall be the MWA Vice President.



- The chairperson of the committee will select members to form the committee, and the members will meet, in person or remotely, and review the situation.
- As it deems appropriate, the committee will attempt to resolve the grievance through informal means.
- If required, the committee will convene in person and conduct a grievance committee hearing with the appropriate parties (e.g., the complainant or the party's whose conduct is at issue) to hear the grievance or explain the disciplinary issues as the committee understands it. The member (parent, coach, team manager or player and their parent) will be given notice to appear before the committee at a designated time and location, which notice may be provided by electronic communication (using the member's information on file with the MWA) or telephone call.
- During the hearing, committee members may ask additional, relevant questions regarding the situation and may give the non-committee members an opportunity to make a statement.
- The committee chairman will call a close to the fact gathering portion of the hearing and will then excuse the interested parties and/or retire in private to consider and determine the outcome of the grievance (i.e., sustaining or denying the grievance) or to make a determination regarding whether the parent, coach or player, etc. has indeed violated the code of conduct or other MWA policy. Discipline will be determined as necessary and in the discretion of the committee in accordance with the appropriate code of conduct offenses.
- The interested parties will be notified via email within 48 hours of the hearing.
- The MWA will retain a copy of the documentation relating to a grievance for a period of twelve (12) months after a decision is rendered regarding the grievance. Upon the passing of such retention period, such documentation will be destroyed.
- In the event a grievance situation leads to disciplinary measures, the MWA may retain a copy of the documentation relating to parent, player or coach disciplinary matters, and shall be entitled to take into account such matters, until the last to occur of:
 - the date on which the parent, player or coach is no longer a member of the MWA plus 18 months;
 - and the third (3rd) anniversary of the disciplinary matter being brought to the attention of the Board or committee, provided, however, that if a subsequent disciplinary matter involving the same parent (or family), player or coach is brought to the attention of the Board or the committee before such third anniversary, such time period will be reset and will begin to run from the date a final decision is rendered relating to such subsequent matter.
- In the event the committee is convened and a notice of a need to appear for a Disciplinary Committee meeting is sent, but a hearing is not held because the parent, coach or player withdraws from the MWA, the committee may still provide for the Board's consideration the facts that it collected in preparation for the parent, coach or player hearing, and the facts and accompanying statement from the committee will



be deemed to be the official record of the events as they occurred. Thereafter, the Board may impose whatever discipline it reasonably chooses without the parent, coach or player having a right to challenge the same.

- In addition to addressing grievances submitted to it, the Grievance and Disciplinary committee will address all other matters of discipline that arise from time to time during or between seasons, including instances where coaches, players or parents fail to abide by the applicable codes, rules, regulations or conduct policies of the MWA, and the same is brought to the attention of the Board or this committee.
- SafeSport Violations: In the event that any MWA member observes any of the violations outlined on the SafeSport website it is the member's personal responsibility to immediately report their observations to the MWA SafeSport coordinator. In addition, the member must also consider reporting suspected child physical or sexual abuse to appropriate law enforcement authorities. MWA takes claims of abuse and misconduct seriously and will work to swiftly investigate and resolve claims.
 - Additional information regarding SafeSport can be found at <http://www.usahockey.com/page/show/908023-usa-hockey-safesport-program>