

OCHA Grievance Procedure

The Otsego County Hockey Association (OCHA) intends to adhere to the following procedures to settle grievances that may arise during the season regardless of the parties involved in the conflict. OCHA fully stands by the terms and conditions as fully set forth in the USA Participant Code of Conduct, the Parent Code of Conduct, and all other similar documents that may be approved or in anyway utilized by OCHA. OCHA fully anticipates the proper handling of grievances in order to get problems out in the open and taken care of as quickly as possible. **There is a strict “24 hour rule” in relation to ALL OCHA grievances, except in extraordinary circumstances where the health, safety or well-being of an individual may be at risk. The 24 hour rule means that parties should wait 24 hours after an incident to attempt to resolve the matter in order to avoid making snap judgements or emotional decisions.**

Initial Informal Process- Should you have a problem during the season that cannot be settled one -on-one directly with the other person(s) involved, please follow the steps below to help solve the problem.

- Contact the coach and team manager. If the issue still cannot be resolved, then a Formal Grievance will be filed as directed below.
- If the problem involves a coach, you may contact the age-level director (ADM, Non-Checking, or Checking) to help facilitate an informal discussion. **AT NO TIME SHOULD A COACH BE APPROACHED BEFORE, DURING, OR IMMEDIATELY FOLLOWING A GAME.**

Formal Grievance- Any member in good standing may file a formal grievance if they are unable to resolve a dispute informally. Formal grievances are filed with a member of the OCHA Disciplinary Committee, consisting of the ADM director, President, Coaching Director, Age/ Division Director. Formal grievances must be filed in writing – either by signed letter or via email sent directly by the individual filing the grievance. This letter should include a detailed description of the issue, and include any and all steps taken to resolve the issue informally. This letter should be submitted to the appropriate age-level Director, Coaching Director, or President, who will initiate an investigation into the issue. This investigation will include notifying the person(s) named in the grievance, to allow them an opportunity to respond.

Simple issues (i.e., a first-time reminder to a coach regarding player equipment requirements) may be handled by the appropriate age-level director, who must report on the resolution to the Disciplinary Committee and to the person filing the grievance.

Issues potentially involving suspension, removal from on-ice activity, or removal from member-in-good-standing status must be handled by the Disciplinary Committee.

Only in extreme circumstances may an individual file a Formal Grievance without first attempting to resolve the issue informally. In the event that an issue involves the health, safety or well-being of an individual and requires immediate action, the Disciplinary Committee shall be authorized to mandate immediate corrective action be taken, using their best judgement under the circumstances.