

HCAK CONFLICT RESOLUTION PROCEDURE

HCAK members with club-related concerns and issues are expected to communicate with respect, courtesy and with the goal of working toward a satisfactory resolution for all parties involved. It is always best to try to resolve disputes at the lowest level possible. HCAK asks that you address your issues or concerns off the ice and out of the presence of other spectators, parents, and players. It is strongly recommended you allow a minimum of 24 hours to reflect on a situation prior to expressing your concern(s).

Step One- For team or coach- related concerns, attempt to Resolve Situation Directly	Resolution
<p>Wait 24 hours, then bring concern to the attention of the Team Manager in writing, presenting the facts of the situation, relevant dates, and the parties involved. The written complaint will provide documentation of the chain of events as well as a record of the timeline of the conflict resolution. Please use the Complaint Form in this document.</p>	<p>Team manager will endeavor to understand the facts of the situation and resolve conflict at this level through discussion with parties involved. Team Manager will follow up in writing to document the conflict resolution process.</p>

Step Two- Escalate the Concern (if resolution at Step One is not successful) to the Coaching Coordinator & SafeSport Representative	Resolution
<p>If the initial attempt does not resolve the matter, either the complainant or the Team Manager may contact the Coaching Coordinator or SafeSport Representative (Registrar) with a written statement detailing the concern and mention of the attempts that have already been made to resolve. Written statements should be submitted within a week (seven days) of the initial conversation with the Team Manager or Head Coach.</p>	<p>The Coaching Coordinator and SafeSport Representative (Registrar) will review written documentation of the concern or incident. A meeting of all parties involved may be called in order to discuss the concern or grievance and the Coordinator and/or SafeSport Representative will issue a joint decision to either uphold the grievance or to consider the matter resolved, within ten days of receipt. If grievance is considered resolved, this will serve as the conclusion of the matter. Written documentation of the decision will be provided to all involved parties. In situations where the Coaching Coordinator or SafeSport Representative (Registrar) are the subject of the concern, other Board members can assume the role of the SafeSport Representative in order to prevent a conflict of interest.</p>

Step Three- Executive Board Intervention	Resolution
If the grievance is upheld, the Executive Board will be convened within a week (seven days) to review written documentation of the incident/concern.	The Executive Board will determine the remedy and/or corrective to be taken. Written documentation of the decision will be provided to all involved parties.

If all steps above have been taken without satisfactory resolution, any further appeals would follow Alaska State Hockey Association and/or USA Hockey guidelines for grievance.

Complaint forms and documentation will be archived in hard-copy form in a binder and will be in keeping of the SafeSport Representative.



HCAK Northern Knights Complaint Reporting Form

The board only accepts complaints in writing and those that relate to players, coaches, and/or association members.

Name:	Date:
Address:	Telephone:
Affiliation to League (circle all that apply) Coach Player Parent	Team:
Complaint: (record details of incident, what was witnessed/experienced; record facts and statements, not interpretations; or statements of any other witnesses)	

(continued)

REPORTING:

I declare that I have made true, correct, and complete answers and statements on this form, and/or any attachment to this complaint.

Signature: _____ Date: _____

Received by: _____ Date: _____

Please note that the HCAK Board will determine the validity of the complaint as to whether the complaint is viable or of a personal nature, and action will be taken accordingly, which may include the Disciplinary Committee involvement.

The association does not have authority over facilities, rink staff, or spectators.