



Lakeshore Minor Hockey

Conflict Resolution Policy



August 1st, 2010

Dispute Resolution Process (Non Playing Rules)

1) First Stage - Team Level

In the event that a dispute arises between parents, coaching staff and/or players, please invoke the 24 hour rule for all parties involved. Once 24 hours has elapsed, a request to meet from either party should be initiated in writing.

Parents should contact the Coach or Team manager depending on team communication protocol or the Coach should contact the Parent to discuss the concerns or incident. (If issue is of a sensitive nature, a meeting should be held at a neutral public location to respect all parties' right to confidentiality). All parties are encouraged to try and work out their disputes as quickly and amicably as possible. LMHF representatives are available to help with this process.

2) Second Stage – Division/Category Level

- 1) After the initial meeting, if a suitable explanation or resolution is not attained then the situation should be escalated and brought to the attention of the Divisional GM or Coordinator (ABC Programs) or Program VP (Competition or Hockey Feminin).
- 2) Concerned parties should contact a LMHF Representative (Divisional GM or Coordinator or Program VP) by e-mail (contact info is on Lakeshore Website) detailing the nature of the dispute and attempts at resolution initiated to date.
- 3) Receipt confirmation and scheduling of a meeting will be done within 72 hours of receipt of e-mail. Parties should meet with the LMHF representative and discuss the problem/issue. All parties involved should try to come up with a mutually acceptable resolution.
- 4) Resolution must be communicated in writing to all parties.
- 5) In the event that a suitable explanation or resolution is not attained, then the case should be escalated to the Association level.

3) Third Stage: Association Level

- 1) If parties are not satisfied with the results then the complaint can be sent to the LMHF Discipline Committee for resolution. The Discipline Committee described herein has the responsibility of interpreting, applying and, when necessary, sanctioning any infraction to the Regulations adopted by Lakeshore Minor Hockey Federation, Hockey Canada, or Hockey Quebec. The Discipline Committee can hear any complaint or appeal submitted in accordance with the procedure set out in Hockey Quebec Administrative Rules Chapter 11. Its primary role, although not limited to, is the application of LMHF policies and guidelines.
- 2) The Discipline Committee includes a minimum of three (3) members, one being designated President, appointed by the Board of Directors of LMHF

- 3) The committee members shall retain their position until the expiry of their term or until they are replaced or renamed.
- 4) The quorum required at any Discipline Committee meeting is set at three (3) members. Complaints to Discipline committee must be submitted in writing and within five (5) working days of receiving written resolution from the Division GM or Coordinator or Level VP or other appointed LMHF representative at the previous level. In the event that parties involved do not want to go through steps 1 and 2 described above, they must submit their request for a hearing within five (5) calendar days of the incident.
- 5) Complaint must be submitted to the attention of the Chairman of the Discipline Committee. The Discipline Committee chairman will confirm receipt of your letter/complaint within 72 hours of receipt.
- 6) The complaint should include the following information:
 - i) ***Date of event that initiated the complaint.***
 - ii) ***Reason for complaint (must be specific, reference policy or guideline being contravened)***
 - iii) ***Details of event***
 - iv) ***Parties involved***
 - v) ***Summary to date of resolution history.***
- 7) Upon receipt of the complaint, the Discipline Committee chairman will convene a DC Hearing.

3 a) Hearing Procedures

- i) ***Following the reception of an Incident Report, a request to be heard or an appeal, the Committee must, when such is the case, send a written convocation to all parties involved detailing the date, time and location of the hearing of the matter brought to its attention.***
- ii) ***The convocation notice must be sent within a reasonable time span as determined by the Committee.***
- iii) ***This convocation notice shall be accompanied by all documents related to the matter.***
- iv) ***A minimum delay of five (5) working days shall be planned before the hearing.***
- v) ***The Committee shall hand down a decision within a maximum of ten (10) calendar days after the hearing***
- vi) ***The hearing must be conducted with all parties in attendance.***
- vii) ***Each party must have the opportunity to present its point of view and answer questions submitted by the Committee. However, no counter questioning is permitted by other parties.***

- viii) *The first party to be heard must be the requesting party or the appellant as the case may be. The order of presentation of other parties rests with the Committee.*
- ix) *During a hearing, only those persons directly involved in the matter shall be allowed in the room. The Committee's decision in this matter is binding.*
- x) *A Discipline Committee may withhold its decision when the person involved is facing judicial procedures.*
- xi) *Any person required to appear before a Discipline Committee may do so in writing without having to be physically present. Failure to appear or respond may result in further sanctions.*
- xii) *Any person appearing before a Discipline Committee may be accompanied by a person of his choice; this person does not have the right to speak. In the case of a minor-aged player, he must be accompanied by one of his parents or his legal guardian, the latter having the right to speak.*
- xiii) *Any person appearing before a Discipline Committee may be represented by his spouse, a parent or a friend of major age by giving such person a mandate to that effect. Such representation must be done for free, supported by a written statement from the person giving the mandate and indicating the reasons why the person cannot represent himself. An association or legal body may only be represented by an Executive or another person who is an employee.*
- xiv) *When one of the parties involved is a moral person, the spokesperson of the latter may be accompanied by another person of his choice.*

3 b) Decisions handed down by a Discipline Committee

- i) *In all cases submitted to a Discipline Committee, a decision must be rendered in writing except when it involves an automatic suspension resulting from an infraction to Playing Rules. It must be formally registered in Minutes and forwarded to all parties involved in the matter.*
- ii) *Any suspension handed down by a Discipline Committee must state a precise duration.*
- iii) *Failure for a Discipline Committee to render a decision within the prescribed time frame of 10 calendar days following reception of the file will cause the matter to be closed at this level and no other sanction, other than an automatic sanction, may be imposed on a member by this level. However and in such a case, an appeal may be deposited without cost at the next higher level by one of the parties involved. All judgments are subject to Hockey Quebec appeal process.*

3 c) Appeals Procedures

- i) An appeal of a decision made by a Discipline Committee may be made in writing by one of the parties involved within 10 calendar days upon reception of the decision.*
- ii) It must be submitted by mail or handed out in person at the Headquarters of the appropriate level, Regional or Provincial.*
- iii) Any request for an appeal must be accompanied by the required nonrefundable amount by means of a certified cheque, money order, credit card (exclusive to the Provincial level) or cash as follows:
 - 1) \$150 for an appeal made to the Regional Discipline Committee, the cheque or money order being payable to the region;*
 - 2) \$300 for an appeal made to the Provincial Discipline Committee, the cheque or money order being payable to Hockey Quebec;*
 - 3) \$600 for an appeal made to the Provincial Board of Directors, the cheque or money order being payable to Hockey Québec.**
- iv) Any appeal must include:
 - 1) A copy of the Decision rendered by the first-level Committee;*
 - 2) A presentation of the motives for the appeal along with documents and proof supporting these motives;*
 - 3) A list of witnesses including name, function and coordinates to be heard if such is the case.**
- v) Failure to supply the required documents, information and monies within the prescribed time span will result in the automatic rejection of the appeal. When submitted by mail, the postal mark shall serve as proof with regards to respecting prescribed dates.*
- vi) The first-level Discipline Committee shall transmit the entire docket to the Appeals Committee.*

4) Final Provisions

No provision of the present Regulation will effectively modify an agreement between Hockey Quebec and a member or a third party, if such agreement was actually in effect at the time of adoption of these Regulations.