

# COMPLAINT PROCEDURE



**WMHA strongly encourages parents to discuss any concerns or issues with their parent liaison first.**

- A. Use this procedure when an individual has an issue with something other than an on-ice-official related incident.
  - a. Individual's issue still remains after a 24-hour cooling down period.
  - b. If the issue is with another parent on the team the approach should be to discreetly and privately resolve it between the two parties. If the issue is with a coach, proceed to c.
  - c. If the issue still remains, the issue or complaint must be verbally sent and followed up with an email or signed written letter to the team liaison or team manager if the team does not have a liaison. The liaison will respond and work with the parents or coach to resolve the issue within 48 hours of notification.
  - d. If a resolution is not reached within 7 days of being communicated to the parent liaison or manager, the WMHA will call a meeting between the parent, second parent/coach, and 2 Executive members, which will be scheduled within 7 days of WMHA being notified.
- B. The member may submit the complaint in writing directly to the WMHA if the member is:
  - a. Not comfortable submitting the complaint to the parent liaison or manager or;
  - b. Not satisfied with the response from the parent liaison and coach;
- C. If necessary, the WMHA Executive will contact Hockey Alberta.

## Proper protocol for communication:

