



Intervention Policy

The purpose of this policy is to establish a standard approach to conflict resolution so that parties can resolve difficulties or misunderstandings in a timely and transparent manner. It will present a line of authority which must be respected so that the process will be logical, coordinated, and effective.

All quality organizations have one thing in common, *effective communications*. During the course of a hockey season, situations may arise among players, coaches, administrators and parents that lead to misunderstandings, misinterpretations or conflicts. When this occurs, it is important that all parties involved approach the problem in an appropriate time, place and manner.

Reasonable people come to reasonable solutions.

It is important to understand that problems must be first identified or classified so that the appropriate authority can deal them with as soon as possible. Some issues have deadlines by which they must be declared or submitted, while others don't.

A "conflict" can be described as any issue or dispute other than one that involves articles, by-laws and / or regulations of HNS or Hockey Canada, including nepotism, prejudice, discrimination, or conflict of interest.

A "Protest" may only be made in regards to interpretations of Rules, By-laws, Regulations, Rules of Competition and Constitutional matters, and not in regard to the decision of a Referee or Linesman. A verbal protest must be made by the Captain of the aggrieved team to the Referee at the first reasonable opportunity after the action or decision complained of, and in all cases must be made within five (5) minutes of the close of the period in which such action or decision was made and same must be noted immediately on the official game report. In some cases a written protest must accompany the verbal protest after the game. In summary, a "protest" can only be declared as a result of an action or decision during a game.

An "Appeal" can be filed on any matter, may have its request processed by HNS, where:

A. Any appeals of the articles, by-laws and or regulations of HNS or Hockey Canada must first have been dealt with at the appropriate level (League, Council, etc.) by way of a hearing.

B. Such decision or dispute is in conflict with the articles, by-laws and or rules and regulations of HNS or Hockey Canada.

C. Procedural error was committed, or the aggrieved party failed to be provided with a fair hearing.

D. Original decision was not within party's authority or jurisdiction.

In summary an "appeal" must be in written format (fax, email, letter) , be brought within 48 hours of issuance of the written decision and deal with only A, B, C, or D above.

A "Written complaint or decision" should be in the format and contain the information as contained in Form A and Form A1 (attached).

The policy will also assist those involved in the process to have a better understanding of their roles and responsibilities, and relieve some of the stress that is associated when a grievance is launched.

The Hockey Nova Scotia Constitution presents a directory of communication and this is located in Section One of that publication. This line of communication must be respected and this policy sets to expand the explication of its use. It also provides detailed information regarding the process of Protests and Appeals.

HOCKEY NOVA SCOTIA MINOR COUNCIL DIRECTORY

Contact Lines

Parent

Team Manager/Coach

Minor Hockey Association President

Regional Director

Conference Co-ordinator

Council Chair

Games and practices are never an appropriate place to resolve conflicts.

It is important to discuss the issues with your son or daughter prior to initiating this process. Many times the player has information that may resolve the issue. We recommend that all parties involved adhere to the following set of guidelines to resolve conflicts:

1. Cool heads prevail – allow a minimum of 24 hours to pass prior to any attempt to address an issue. Use this cooling-off period to validate the facts and collect your thoughts. (The 24 Hour Rule)

2. The player is the first step in the conflict resolution process. He or she should contact the team manager / coach involved in the issue to discuss the conflict or issue.
3. If the player / coach meeting fails to resolve the issue, the player's parent(s) should contact the coach involved in the issue to arrange a face-to-face meeting to discuss the problem. The goal of this meeting is to solve the problem, not win an argument.
4. After meeting with the coach in question, if there is still no resolution, contact the Division Director. It is anticipated that the Division Director will be able to resolve most issues at the Club level. If however the conflict is still not resolved that the issue could be elevated to the Association President. Once elevated to the President it must be in a written format (Form A). However, if the situation deals with Rules, By-laws, Regulations, Rules of Competition or Constitutional matters of the Minor Hockey Association, Hockey Nova Scotia or Hockey Canada the Regional Director must be consulted.
5. At this point, the Minor Hockey Association should deal with the issue by means of a Conflict Resolution Committee. The conflict resolution committee should be comprised of three (3) members, including one of either the President or Vice President, one other MHA committee member, and a parent who has knowledge of the rules and administration of minor hockey. Once the complaint/concern has been received, the committee will conduct and complete their investigation within 7 days and render a written decision within 24 hours of completion of the investigation.

This is an important point because if the situation was a "conflict", and the MHA had the authority to make the decision. The process is now complete and the aggrieved party must accept the decision of the MHA.

The Regional Director

Where the issue involves articles, by-laws and / or regulations of HNS or Hockey Canada the Regional Director must be involved at Step 4 above.

1. The complaint must be in writing, otherwise it will not be dealt with, unless the Regional Director believes a contravention has taken place then he/she will issue a direction to the MHA or person involved.
2. It must be clearly stated that the on-ice decisions of a Referee or Linesman, for example, a penalty call or whether a goal was scored can not be protested. Written protests must be forwarded to the Regional Directors for exhibition games and regional playoffs. Protests to the Regional Directors may only be made in regards to interpretations of Rules, By-laws, Regulations, Rules of Competition and Constitutional matters. A verbal protest must be made by the Captain of the aggrieved team to the Referee at the first reasonable opportunity after the action or decision complained of,

and in all cases must be made within five (5) minutes of the close of the period in which such action or decision was made and same must be noted immediately on the official game report.

Decisions on protests to Regional Directors, Conference Coordinators and the Chair Minor Council during Regional, Inter-Regional and or Provincial Tournaments, shall be final and binding.

3. Minor Hockey Specifics

A. Written protests must be forwarded to the responsible authority as follows:

- i. League President for league and playoff games within sanctioned leagues.
- ii. Tournament Chairperson for invitational tournament games.
- iii. Regional Directors for exhibition games and Regional playoffs.
- iv. Conference Co-ordinator for Inter-Regional playoffs.
- v. Chair Minor Council or his designate for Provincial Championship Tournaments.

B. Protests to League Presidents must follow procedure laid down in By-Laws of HNSMC Constitution.

C. Protests to Tournament Chairpersons shall follow the procedure laid down in the tournament rules as per the HNSMC Constitution.

D. Protests to the Regional Directors, Conference Co-ordinators, shall follow the procedures laid down in the HNSMC Constitution.

E. Decisions on protests to Regional Directors, Conference Co-ordinators and the Chair Minor Council during Regional, Inter-Regional and or Provincial Tournaments, shall be final and binding.



Conflict Resolution Form A1 'Written Decision'

Region
Minor Hockey Association
President
Date

Person aggrieved
Division
Team

Response to issue by President / Conflict Resolution Committee

[Large empty box for response]

Name / Signature

