



# Conflict Resolution Policy

(adopted May 24, 2024)

Conflicts between parents, coaches, players and/or team personnel are very diverse, and the proposed rules for conflict resolution require varying degrees of intervention.

Hockey West Island [HWI] supports the 24-hour rule. When a problem arises and a party has a complaint or issue to resolve, they are asked to wait 24 hours, then put the issue in writing and submit it to the appropriate party. Whether it's a training issue, a problem with a player, a conflict with a parent or any other possible situation, all parties involved must take 24 hours to eliminate or reduce the emotional element so that the real problem can be dealt with in a civilized manner and to everyone's satisfaction.

**If the incident involves abuse or if one of the parties is in danger, the appropriate authorities should be contacted.**

IT IS THE PRACTICE OF HOCKEY WEST ISLAND THAT CONCERNS AND QUESTIONS BE ADDRESSED AT THE CLOSEST LEVEL TO THE ISSUE.



This document proposes a four (4) step approach to intervention:

**1. Step 1: Amicable conflict resolution (coaches/players/parents):**

It is expected that most problems or complaints will be resolved on an informal basis at the team/division level. First, try to resolve the problem at the team level. Talk to your team manager and bench staff to see if they can address your concerns. If you can resolve the issue, but still wish to document it officially, you can do so by completing the Conflict Resolution Form. In the "Has this issue been resolved at the team level?" section, tick the "Yes" box, then email the form to HWI's Complaints Officer so that it can be filed accordingly.

**2. Step 2: Conflict resolution by the Division Convenor:**

If this is an ongoing concern or recurring event that cannot be resolved at the team level, we ask that you document your concerns and previous actions on the Conflict Resolution Form and email it to your Division Convenor. HWI's Complaints Officer should then be informed by the Convenor so that they can follow up on recurring issues.

**3. Step 3: Conflict resolution by the VP-Single Letters:**

If the problem cannot be resolved by correspondence with the Division Convenor, HWI's Complaints Officer convenes with the VP-Single Letters.

**4. Step 4: Executive resolution:**

The Complaints Officer may present his or her findings to members of the Executive for further instructions if sanctions are required, and will indicate what steps have been taken to resolve the conflict and what sanctions have already been imposed. The completed Conflict Resolution Form will then be archived in the HWI archives, in case other incidents of this type occur in the future.



- This form is NOT meant for simple disagreements or personal conflicts between individuals. **Baseless complaints** filed with the sheer intent of slandering a coach or other individual may result in sanctions against the complainant.
- Submissions lacking specific details about an alleged incident will only be actioned once all details from both sides are assembled. Forms lacking details will not be actioned.
- Complaints will **only** be accepted using the fully-completed Complaint Form below.
- Unsolicited emails or other contacts to Board or Staff members will be summarily dismissed.
- Anonymous complaint forms will be immediately disregarded.
- Complaints against **referees** using this form will be rejected.

**Complaints against other associations or complaints about incidents with non-HWI members must be made using the Orange or Green button found on the complaints policy page here: [COMPLAINTS](#)**





# Conflict Resolution Form

Division/Team Name: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Team Coach: \_\_\_\_\_

Name of the Person that the Complaint is against: \_\_\_\_\_

Name of Person Filing the Complaint: \_\_\_\_\_

**HWI cannot guarantee complete confidentiality. Portions of the contents of this document may have to be shared in an effort to resolve this complaint. By completing the form, you agree that HWI may share some or all of this information in the process of resolving the complaint.**

Detailed Description of Concern:

1. Date and Time the incident(s) happened
2. Where did the incident(s) happen?
3. Who was involved (Team information, Name and title/role)?
4. What happened?
5. What remedy or resolution are you seeking?



# Conflict Resolution Form

Has this issue been resolved at the team level?  Yes  No

(If "YES" is checked, outline the actions taken under the Resolution section and then submit the Conflict Resolution Form to the HWI Complaints Officer for filing purposes).

(If "No" is checked, the Resolution section is to be completed by the HWI Complaints Officer or affiliate in their absence).

Resolution:

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_

(person filing the complaint)

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_

(HWI Complaints Officer)

Date: \_\_\_\_\_

**EMAIL THE COMPLETED FORM TO: [plaintes@hockeywestisland.org](mailto:plaintes@hockeywestisland.org)**