



Vancouver Female Ice Hockey Association

6260 Killarney St, Vancouver, BC

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COMPLAINT RESOLUTION PROCESS

It is important to the Vancouver Female Ice Hockey Association that our parents and players feel that they are supported with any grievance that they might have. To ensure that complaints are dealt with in a fair and transparent manner, we have put together the following complaint resolution process to help our parents, players, coaches, and other officials. We have outlined, below, the process to follow if an issue arises.

Any complaints submitted to the VFIHA Risk & Safety Officer and/or the VFIHA Rep Director and reviewed by the Disciplinary Committee will be adjudicated to the standards of the VFIHA Codes of Conduct.

Type of Complaint Examples

Parent has issue with Coach	<ul style="list-style-type: none">• Fair Play• Communication concerns	<ul style="list-style-type: none">• Observe the 24 hour rule• Contact Manager to schedule a Parent, Coach, and Manager meeting to discuss• If complaint is not resolved – contact VFIHA Coach Coordinator, who will address issue with Coach• If complaint is still not resolved – parent to email VFIHA Complaint Form to safety@vancouvergirlshockey.com
Parent has issue with Coach	<ul style="list-style-type: none">• Harassment/Abuse/Bullying• Physical Contact	<ul style="list-style-type: none">• Parent to email VFIHA Complaint Form to safety@vancouvergirlshockey.com• Abuse must be reported to Police
Parent has issue with Team Manager	<ul style="list-style-type: none">• Communication concerns• Team Funds Management	<ul style="list-style-type: none">• Observe the 24 hour rule• Contact Manager to schedule a Parent, Coach, and Manager meeting to discuss• If complaint is not resolved – contact VFIHA Director of Managers, who will address issue with Team Manager• If complaint is still not resolved – parent to email VFIHA Complaint Form to



		safety@vancouvergirlshockey.com
Parent has issue with Coach and Team Manager	<ul style="list-style-type: none"> • Communication concerns 	<ul style="list-style-type: none"> • Observe the 24 hour rule • Contact Manager to schedule a Parent, Coach, and Manager meeting to discuss • If complaint is not resolved – contact VFIHA Director of Managers, who will address issue with Coach and Manager • If complaint is still not resolved – parent to email VFIHA Complaint Form to safety@vancouvergirlshockey.com
Coach complaint regarding Parent or Player	<ul style="list-style-type: none"> • Discipline of player for on/off ice behaviour 	<ul style="list-style-type: none"> • Coach to re-address expectations, team rules, and consequences with player (as originally outlined at beginning of season) • If behaviour continues, Coach to arrange meeting with Parent, Coach, Manager, and Player • If behaviour still continues: Coach to contact VFIHA Coach Coordinator, who will address issue with Coach & Player or Parent • If still no resolution: Coach to email VFIHA Complaint Form to safety@vancouvergirlshockey.com
Coach issues with multiple parent complaints	<ul style="list-style-type: none"> • Discordance within team 	<ul style="list-style-type: none"> • Observe 24 hour rule • Call meeting with Manager, Coaches, and Parents - If Team Manager is a spouse of the coach, VFIHA Coach Coordinator can be present • If issue is not resolved, contact VFIHA Coach Coordinator • If issue persists: complaint by way of VFIHA Complaint Form to safety@vancouvergirlshockey.com
Complaints regarding	<ul style="list-style-type: none"> • Internal coach conflicts over 	<ul style="list-style-type: none"> • Coach email to Coach Coordinator and Divisional Manager outlining complaint



opposing VFIHA coaches	balancing process i.e. stacking team, throwing games	
Coach or Parent complaints regarding opposing teams from other associations	<ul style="list-style-type: none"> • Unsportsmanlike behaviour • Unsafe or rough play • Players from other associations/parents 	<ul style="list-style-type: none"> • Coach emails VFIHA Incident Report to safety@vancouvergirlshockey.com

‘A’ Hockey (Rep) Specific Complaints

Parent complaints - Rep/Association Policies	<ul style="list-style-type: none"> • Player not chosen for rep team • Personal bias accusation • Process flawed or not explicit to parents 	<ul style="list-style-type: none"> • Parent to review ‘A’ (Rep) Hockey policy to identify policy contravened • VFIHA Rep Complaint Form to be emailed to rep@vfiha.com
Parent complaint - Residency of other players	<ul style="list-style-type: none"> • Player alleged to not live within VFIHA boundary 	<ul style="list-style-type: none"> • VFIHA Rep Complaint Form to be emailed to rep@vfiha.com • VFIHA Risk & Safety Officer will investigate with referral to Registrar
Parent complaint - Rep Release during	<ul style="list-style-type: none"> • Not aware of reason • Process unclear 	<ul style="list-style-type: none"> • Parent to review process in VFIHA Rep Policy • If issue is not resolved, contact VFIHA Coach Coordinator • If issue persists: complaint by way of VFIHA



mid-season		Rep Complaint Form to rep@vfiha.com
Parent complaint - Affiliation	<ul style="list-style-type: none"> • Players not called upon when needed 	Parent to contact VFIHA Coach Coordinator
Parent complaint - Ice Time	<ul style="list-style-type: none"> • Weaker players play less time • Best players get PP and PK 	<p>Observe 24 hour rule</p> <p>Refer to 'A' (Rep) Hockey Policy</p> <p>Request meeting with Manager.</p> <p>If issue not resolved, contact VFIHA Coach Coordinator</p> <p>If still not resolved, complaint by way of VFIHA Rep Complaint Form to rep@vfiha.com</p>

Time Frame for Complaint Resolution

Request for meeting with Team Manager and Team Coach	Meeting to be held within 7 calendar days of request – all parties to receive advanced prior notice of meeting at least 2 days
Request for Divisional Manager to engage Team Manager, Team Coach, or Coach Coordinator	2 calendar days
Response from VFIHA Risk & Safety Officer complaint submission	2 calendar days
Discipline Committee complaint resolution response	14 calendar days
Appeal Committee complaint resolution response	14 calendar days



Notice to Team of Coach Suspension or Resignation

- Team to be notified of Coach Suspension or Coach Resignation by VFIHA Coach Coordinator within 24 hours by way of email
- If Coach is reinstated team is notified within 24 hours of reinstatement by way of email. Coach will hold team meeting at first practice back with VFIHA Coach Coordinator present.