

CCHA GRIEVANCE PROCEDURES

The CCHA provides an orderly procedures for the discussion and resolution of all problems, concerns, and formal grievances. The objective is to resolve issues at the most immediate level. The key criteria and any resolution of an issue is what are best for the respective player, his/her team, and the CCHA.

Step 1

Problems or concerns that have to do with the coaching of the team (i.e. playing time, positions, practices, etc) should be taken to the coach or team manager of the respective team and attempt to resolve the problem.

Step 2

If the player/parent does not consider the coach's answer adequate or if the nature of the problem is such that the player/parent prefers not to discuss it with his/her coach or team manager, the matter can be taken directly to the appropriate Level Commissioner.

Step 3

If satisfaction is not obtained in Step 2, a written grievance should be completed and forwarded to the Association President, who will discuss the situation with the Board. When a decision is reached, the player/parent will be informed of the reasons for the decision and any future action, if appropriate. Decisions by the Board are final. There are no appeals. This written grievance must include:

- 1) Description of the incident including names of parties involved and names of witnesses
- 2) Summary of action taken by person filing the grievance to date and result of that action

Once received, the President will review and share the grievance with a Board Committee and/or the full Board.

Decisions by the Board are final. There are no appeals.