

Grievance Procedure

1. Should an active member have an issue relating to the club, **every effort should first be made to resolve the matter informally.**
2. If the active member is unable to informally resolve the matter they should first discuss the issue with the Age Group Coach. This provides another opportunity to resolve the grievance without recourse to the formal procedure.
3. If the active member is unable to informally resolve the matter with the Age Group Coach then the matter will be informally presented to the Head Coach. This provides another opportunity to resolve the grievance without recourse to the formal procedure.
4. If the active member, Age Group Coach and Head Coach are unable to informally resolve the matter they should first discuss the issue with the HSA President or another appropriate member of the Board. This provides another opportunity to resolve the grievance without recourse to the formal procedure.
5. Board Members are advised to seek the advice of the Board President. If the grievance cannot be resolved informally, the aggrieved member must inform the HSA President (or another appropriate Board Member) of the basis for the grievance in writing in a professional courteous tone.
6. Upon receipt of the grievance in writing the President or appropriate Board Member will notify the rest of the Board of the grievance.
7. At the next regularly scheduled Board meeting the aggrieved party will be invited to present their case to the Board. This will provide the opportunity for the Board to ask questions.
8. The aggrieved party will be asked to leave as to allow private deliberations amongst the Board.
9. If the aggrieved party waives the option to present their case the Board will vote based on the written information provided.
10. A majority vote of the Board will carry. The aggrieved party will be notified within 5 days of the Board's decision.
11. The Board's decision is final no appeals will be allowed.