



# Windsor 'AAA' Zone

## Parent Grievance Procedure

The Parent Grievance Procedure was put in place as a mechanism to deal with incidents of confrontations between Coaches and Parents. The procedure allows for parents to present their concerns to the Head Coach in structured format.

The Parent Liaison's role is to present the parents concerns to the Head Coach and schedule a meeting between the Head Coach (and members of the staff if warranted) and the parents after 24 hours of the incident occurring. This allows both parties to cool down, so that the problem can be dealt with rationally. If the parent and the Head Coach are not able to solve their problems another meeting will be scheduled with a AAA Zone representative.

Important notes regarding the Parent Liaison:

- Parent Liaison only brings grievances to the Head Coach if the Parent wants a meeting.
- Grievances must be about **your** child. Grievances about or between parents, or made on behalf of *another* child will not be acted upon. All grievances must be reported within 7 days of the incident.
- Anonymous grievances will not be acted upon.
- Grievances are to be in writing. The form will provided on the website or from the Parent Liaison or Team Manager and submitted to the Parent Liaison.
- Parent Liaison arranges the meeting and takes notes during the meeting. The Liaison retains the notes and submits them to the AAA Zone representative upon request. The Liaison has the authority to terminate the meeting if no progress is being made or the meeting becomes confrontational.
- Lack of ice time is not a reason to have a meeting. At the AAA level, ice time is at the discretion of the coach.

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If you have a grievance and want to meet with the Head Coach, the form on the following page must be completed and submitted to the Parent Liaison.

