



Manual of Operations

Title: Complaints	Number: MO-05-01
Source: LMC	
Approved By: WGHA Board	Date Approved: June 2014 Date Last Reviewed: June 2016, March 2024

Each Waterloo Girls Hockey Association (WGHA) House League and Rep Team must appoint a Parent Liaison. The Parent Liaison is the go between Coaching Staff and Parents when issues arise within the team. The Director Concerns and Support provides guidance to the Parent Liaisons as necessary.

The Director Concerns and Support is responsible for overseeing and providing guidance to any member (player, parent, coach) who has a complaint or concern.

PROCEDURE

1. Parents are encouraged to wait 24 hours prior to raising an issue with the Parent Liaison. Parent Liaisons will do their best to resolve issues as quickly as possible.
2. Complaints submitted to the Director, Concerns and Support must be in writing indicating:
 - the date;
 - nature of issue/complaint;
 - individual(s) involved (if any); and
 - steps taken to date to resolve the issue.
3. The Director, Concerns and Support will acknowledge receipt of the complaint within 48 hours. He/she will strive to resolve the complaint as quickly as possible. Conclusions and/or next steps will be communicated back to the complainant