



## Manual of Operations

Title: Grievances and Appeals	Number: MO-05-04
Source: LMC	
Approved By: WGHA Board	Date Approved: June 2014 Date Last Reviewed: June 2016, March 2024

The Grievance and Appeals Committee is responsible for administering and overseeing the Waterloo Girls Hockey Association( WGHA)'s grievances and appeals procedures.

Some grievances by members will have to do with actions or rules pertaining to a particular team. Many of these grievances may be adequately pursued by raising them informally with the Coaches and/or Managers involved, and members shall be encouraged to do this.

The Grievance and Appeals Committee may make rules for its proceedings and the performance of its duties. All persons appearing before this Committee will be given full opportunity to be heard. The respective Director (Coaching, Rep, House league, etc.) will have the opportunity to be involved, where no conflict of interest exist.

This Committee has the power to hear and decide on all complaints on matters which pertain to the propriety or lack of a By-law, Rule or Regulation, or the alleged violation of any By-law, Rule or, Regulation.

This Committee also has the power to conduct any investigation or hearing as directed by the Board of Directors from time to time and make a report in writing of such investigation or hearing to the Board of Directors.

The decisions of the Grievance & Appeals Committee are final and binding upon members, with no possibility of further appeal within WGHA.

### PROCEDURE

1. Complaints or grievances may be put forward by persons having any of WGHA's three categories of membership - Active, Parent, or Honorary.
2. Grievances may be against decisions or actions taken under any of the By-laws, Rules, Regulations or Code of Conduct of WGHA; against the propriety of any of the Bylaws, Rules or Regulations; or concerning the lack of an appropriate By-law Rule or Regulation.



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3. For matters other than game protests (see MO- 06-14) there are four possible avenues of complaint or grievance:
  - (a) through a team's Coach and/or Manager; or
  - (b) through the relevant WGHA Convenor; or
  - (c) through the relevant WGHA Director (House league, Representative or Coaching); or
  - (d) through the Leagues Management Committee (LMC) or
  - (e) through the Disciplinary Panel.
4. Submission of a grievance or appeal to the Convenor/Director (House League, Representative, or Coaching; or LMC) involved must be in writing, with details on the grievance and the actions and Rules involved.
5. Within fourteen (14) days, the Convenor/Director involved will reply in writing to the complainant with a decision or with a timetable for further consideration of the matter, the latter not to extend for more than another fourteen (14) day period. The extra time and consideration may involve the calling of a meeting with the complainant and/or other parties. If such an approach is required, a written decision will be rendered to the complainant within seven (7) days of the meeting date.
6. If the complaint or grievance is not settled, the final avenue would be through the Grievance and Appeals Committee. The Grievance and Appeals Committee will only hear an appeal or grievance after the previous avenues has been exhausted.
7. Issues brought before the Grievance & Appeals Committee will be:
  - (a) those where a policy breach by a Coach/Manager/Convenor or Director is being appealed; or
  - (b) those where the issue is not best addressed at the other levels (e.g. within the Team and or League Management Committee) of appeal (i.e.,



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the issue is broader in scope and implication than any particular team or league); and

- (c) submitted in writing by the claimant accompanied by a cheque or money order in the amount of \$200.00 payable to WGHA. Refund for an appeal is granted when the appeal is in favour of the claimant only.

8. The Convenor/Director (House League, Representative or Coaching) or Chair, LMC involved will send copies of any written grievance or appeal to the Chair, Grievance and Appeals Committee including true of copies of all other communications produced on the matter.
9. Within forty-eight (48) hours, the Chair, Grievance and Appeals Committee will notify the claimant of receipt of the submission and shall indicate that the Grievance and Appeal Committee will deal with the matter within the next fourteen (14) days.
10. The Grievance and Appeals Committee will as soon as possible after the conclusion of proceedings make a written report within (14) days to all persons directly involved in the matter, and to the President of WGHA.

### REFERENCE

*Grievances and Appeals Committee Terms of Reference*