



Champaign Urbana Youth Hockey Association (CUYHA)

2021 - 2022 Grievance Policy and Grievance Appeal Form

Background

CUYHA is an organization that proudly serves hundreds of members, including skaters, parents, coaches, volunteers, team representatives and participants (individually, a "Member" or collectively "Members"). Due to the size of CUYHA and the diversity of its Members, CUYHA recognizes that from time-to-time certain incidents may occur that result in a dispute, disagreement, or misunderstanding (hereinafter, referred to as a "Grievance") among Members.

When a Grievance between Members occurs, CUYHA strongly encourages these members to resolve the matter between them. When members cannot resolve the Grievance, CUYHA will assist its members in resolving the matter in an orderly, fair and consistent manner if the members so request. Therefore, CUYHA has adopted the following Grievance Report procedure. The Grievance Report gives members a forum for having their Grievances heard and resolved by the Rules and Ethics Committee in an orderly manner.

Grievance Report Procedure

The Grievance Report Procedure involves a series of escalating steps. Members who file a Grievance must adhere to these steps, in proper order, so that the Rules and Ethics Committee can address these matters in a fair and consistent manner. If these steps are not followed, the Rules and Ethics Committee is not obligated to resolve the matter. The specific Grievance Procedure steps are as follows:

1. Before the formal Grievance process can be initiated, the aggrieved Member ("**Complainant**") must wait at least twenty-four (24) hours (the "**Cooling Off Period**") after the incident occurred (the "**Grievance Incident**") before initiating the next step. NOTE: The goal of this policy is to encourage direct communication between the parties involved, but only after time has passed to allow emotions to calm.
2. After the Cooling Off Period has passed, Complainant is encouraged to discuss the Grievance Incident with the adverse party to the Grievance, to determine if a resolution of the Grievance is possible without the need for filing a Grievance Report.
3. If Complainant does not wish to discuss the Grievance Incident with the adverse party as suggested in Step #2 above, or if Complainant does discuss the Grievance Incident with the adverse party and there is not a satisfactory resolution of the Grievance Incident, the Complainant may file a formal Grievance Report. The Grievance Report form can be found in the "Policy documents" section of the CUYHA website at (<http://www.cuyha.org/library>). Once Complainant completes the Grievance Report, it must be emailed to the Rules and Ethics Committee (rules-ethics@cuyha.org) or hand delivered to the Rules and Ethics Committee Chair. Complainant must properly file the Grievance Report within fifteen (15) calendar days after the Grievance Incident occurs. If not submitted within this time frame, the Grievance is not required to be reviewed by the Rules and Ethics Committee. NOTE: The requirement that the Grievance Report must be in writing using the posted form is not to make it difficult to initiate the Grievance Report procedure, but rather to make sure that each Grievance Incident is carefully documented and understood by

those that review the Grievance Report. The fifteen (15) calendar day requirement is necessary to ensure that the Grievance Incident can be properly investigated while the incident is still fresh in the minds of the Complainant, adverse party, and any witnesses to the Grievance Incident.

4. Upon receipt of the Grievance Report, the Rules and Ethics Committee Chair will confirm receipt of the Report with the Complainant. Then, the Committee will review the Report Form and conduct an investigation of the Grievance Incident to the extent that the Committee deems necessary for it to fully understand the Grievance. Upon completing that investigation, the Committee may independently try and resolve the Grievance Incident in any manner that the Committee believes is in the best interest of all parties involved with the Grievance Incident. The Committee may, for example, find that the no action is required, issue an oral or written reprimand, issue a written restriction from specified CUYHA activities for a specified amount of time, issue a written suspension from specified CUYHA activities for a specified amount of time, issue a written expulsion from CUYHA, and/or any other action/resolution the Rules and Ethics Committee deems necessary

The Rules and Ethics Committee shall present their findings and proposed action/resolution plan to the CUYHA Board for approval prior to communicating a final decision/resolution on the Grievance Report.

5. The final decision/resolution regarding the Grievance Incident will be communicated orally, in writing, or via email to Complainant and any other parties involved in the Grievance Incident and will also be submitted to the CUYHA Board. The Grievance Report will then be deemed closed. However, if the Complainant or adverse party is not satisfied with the decision/resolution of the Coaches Committee, then Complainant or adverse party may appeal the Rules and Ethics Committee's decision/resolution by completing the CUYHA Grievance Appeal Form (the "**Appeal Form**"), and emailing (rules-ethics@cuyha.org) or hand delivering the Appeal Form to the Rules and Ethics Committee Chair. The Appeal Form is available at <https://www.cuyha.org/library>. Complainant's or adverse party's appeal must be filed within ten (10) calendar days after the Rules and Ethics Committee communicates the decision/resolution to Complainant or adverse party. If Complainant or adverse party fails to file a timely Appeal Form, then CUYHA Board may, in their discretion, decide that the Coaches Committee's decision/resolution will stand without reviewing or considering the Appeal Form.
6. Upon receipt of a timely filed Appeal Form, the CUYHA Board, upon completing an investigation to the extent the CUYHA Board believes is necessary and appropriate, will decide to: (i) wholly or in part support the decision/resolution of the Rules and Ethics Committee; (ii) to reverse (wholly or in part) the decision/resolution of the Rules and Ethics Committee and/or (iii) request that the Rules and Ethics Committee reconsider the decision/resolution. If the CUYHA Board decides to support the decision/resolution of the Rules and Ethics Committee, then that decision/resolution will be considered final and not subject to any further appeal in the CUYHA organization. The CUYHA Board will communicate its decision to the Complainant and to other involved parties via e-mail or in writing within a reasonable timeframe after the CUYHA makes that decision.

Additional considerations

1. Upon being referred a Grievance Report, the Rules and Ethics Committee and the CUYHA Board may conduct investigations and carry out other fact-finding procedures as they believe is appropriate in order to gain as much information about the Grievance Incident as the Rules and

Ethics Committee and CUYHA Board believes is necessary in order to make an appropriate decision/resolution regarding the Grievance.

2. All Grievance Reports will be dealt with in a reasonably timely manner. However, the Grievance Procedures purposely do not provide specific timeframes or deadlines for resolving Grievances Reports by the Rules and Ethics Committee in order to provide them with flexibility as they carry out their respective responsibilities under these Grievance Procedures.

Conclusion

The Grievance Procedures were written to provide for a "loose" governing structure with respect to responding to a Grievance Report so that the Rules and Ethics Committee has as much flexibility as reasonably possible to deal with a variety of Grievances that will arise from time to time. Should a member have any questions regarding Grievance Procedures, please contact the Rules and Ethics Chair (rules-ethics@cuyha.org).

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Appeal to Grievance Report Decision

Please return this report via email to the Rules and Ethics Committee Chair at rules-ethics@cuyha.org

Name: Click here to enter text.

Email: Click here to enter text.

Grievance Report number: 2021/22-Click here to enter text.

Date that the Grievance Report resolution decision was communicated to you: Click here to enter text.

Describe the basis of your appeal of the decision:

Click here to enter text.

For CUYHA Rules and Ethics Committee use only

Date Appeal was received: Click here to enter text.
Click here to enter text.

Grievance Appeal assigned: 2021/22 -A-

Actions taken: Click here to enter text.

Outcome/Resolution: Click here to enter text.

Notes: Click here to enter text.