

# St James Assiniboia Minor Hockey Association

Assiniboia West – Bordaie – Bourkevale – Deer Lodge – Heritage Victoria – Kirkfield West wood – Silver Heights –  
Sturgeon Creek – Woodhaven  
Suite 505, 4A – 3421 Portage Avenue, Winnipeg, R3K 2C9  
[www.sjamha.ca](http://www.sjamha.ca)

## CONFLICT RESOLUTION POLICY

### PROLOGUE:

THE FOLLOWING PROCEDURES WERE DEVELOPED IN ORDER TO ADDRESS AND DIFFUSE ANY CONCERNS THAT MAY ARISE BETWEEN PARENTS AND THE COACHING STAFF OR MINOR HOCKEY REPRESENTATIVES BEFORE THEY BECOME CONFRONTATIONAL.

## ROUTE TO RESOLUTION

WHEN A PARENT OR GUARDIAN HAVE A CONCERN THAT THEY WISHED TO HAVE ADDRESSED THEY ARE TO WAIT AT LEAST 24 HOURS BEFORE THEY MAKE THAT FIRST CALL, LET COOLER HEADS PREVAIL\*.

**NOTE: THE FOLLOWING PROCEDURES ARE PROGRESSIVE AND MUST BE FOLLOWED IN ORDER AS SHOWN BELOW.**

**(1) PARENTS SHOULD FIRST VOICE CONCERN TO MANAGER OF TEAM OR PARENT REP.**

**(2) IF CONCERNS ARE NOT SETTLED TO MUTUAL SATISFACTION THE HOCKEY DIRECTOR OF THE COMMUNITY CLUB SHOULD BE NOTIFIED IN WRITING, AS WELL A WRITTEN RESPONSE FROM THE APPROPRIATE TEAM OFFICIAL OR PARENT WILL BE REQUESTED. THE DIRECTOR WILL TAKE NECESSARY STEPS TO RESOLVE THE CONCERNS.**

**(3) IF THIS DOES NOT RESOLVE THE ISSUE THEN ALL CORRESPONDENCE FROM THE ABOVE PARTIES SHOULD BE SENT TO THE ASSOCIATION AND THE MATTER WILL BE DEALT WITH BY THE RESOLUTION COMMITTEE AS APPOINTED BY THE BOARD FOR FINAL RESOLUTION. ABUSIVE CALLS BY PARTIES INVOLVED WILL NOT BE TOLERATED AND WILL BE DEALT WITH SEVERLY.**

\*SJAMHA “24-Hour Rule” – If any person(s) determine that any concerns, events, methodologies, or conduct requires to be brought forward for attention, then that person(s) is to wait 24 hours after the event prior to initiating the contact. This “24-Hour Rule” allows for emotions to be set aside, placing the event in perspective, and enabling the opportunity for an objective evaluation and approach. The recipient of the information is then allowed 24 hours to respond, for the same purposes.