



Whitley Bay Ice Hockey Club

Junior Development

Complaints Procedure

Rumours can be a terrible thing, misleading and unfair to all concerned. Occasionally we hear of rumours of complaint but that is all they are rumours. They grow as they spread. No one seems prepared to put complaints in writing. Everyone, player, parent/guardian, coach, manager, team official has the right to bring to our attention their worries and concern's. We hear that they are frightened to complain in case it is detrimental to their child's future hockey career. THIS IS NOT THE CASE. No child should be penalised in this way and WILL NOT BE. It also follows that team officials have the same rights. Complaints have to be justified and valid.

Should you feel you have a justified complaint the following procedures will apply.

1. Put your complaint in writing (or in an e-mail), explaining all the issues concerns.
2. Hand the complaint (or e-mail) to the TEAM MANAGER. (If the complaint is against the Manager hand the complaint to the team rep or team Rep Coordinator and the Chairman to review.
3. For all complaints, a copy of the complaint shall be e-mailed to the team rep coordinator and the Chairman to review.
4. The Team Manager will arrange a meeting between team officials to discuss the issues raised and try to resolve them.
5. Once the issues have been resolved the appropriate Manager/Coach will write via e-mail to the complainant with the outcome of their decision or a solution to the problem. The emailed to be copied to the Chairman and team rep coordinator. Note: For "team related" issues the Head Coach to be copied on the e-mail.
6. Should the complaint be raised by a Team Manager, Coach or Team Official they then send their complaint via e-mail to the Chairman or team rep coordinator

Note: For "team related" issues the Head Coach to be copied on the e-mail.

Any complaints that cannot be resolved, using the above methods will be handed over to the Chairman. This may possibly lead to getting everybody around the table to find a solution. Nobody should be unfairly criticised through rumour or innuendo. Not player or official.

If you have a justified complaint or concern then please raise the point not start an avalanche of rumours. If you don't let us know how can we correct the situation and improve the system.

If you are not prepared to put in writing your concerns then please do not start these rumours in the first place it is not helping the sport and causing untold problems for players and officials concerned.