



Frequently Asked Questions:

How to Handle Concerns and Conflict

Members 2026

At Springbank Minor Hockey Association, we are committed to a safe, respectful, and transparent environment for all players and families. When issues arise, following the correct "Chain of Command" ensures your concerns are heard by the right people at the right time.

1. I have a concern about my child's ice time, a coaching decision, or a teammate. Who do I talk to first?

The Team Level. Always start with your **Team Manager or Head Coach**.

- **The 24-Hour Rule:** You must wait 24 hours after an incident before reaching out.
- Most issues are resolved through a calm, private conversation at the team level.

2. What if my concern is about the Head Coach or Manager?

If you have a grievance against team leadership or if you feel a previous concern was not handled fairly at the team level, you should contact your **Age Group Coordinator, Board Liaison, or SMHA Operations**.

Alternatively, you can submit an online complaint

- Online Incident Report located on our website

3. When does a situation go to the Discipline Committee?

The Discipline Committee handles **Major Infractions** or unresolved team conflicts. Matters are referred to the committee when:

- A Coach/Manager can no longer manage the misconduct at the team level.
- A formal complaint is submitted via the **SMHA Online Complaint Form**.
- The incident involves severe breaches of the Code of Conduct (e.g., bullying, harassment, or physical safety).

4. Who sits on the Discipline Committee?

To ensure a fair process, the committee is composed of one **Vice President** and **two Board Directors**, and if appointed by the **SMHA board as a special member, may be appointed**. The SMHA President is **not** part of this committee to remain neutral for any potential reviews.

5. What happens if I don't agree with the Discipline Committee's decision?

You have the right to an **Internal Review**.

- You must submit a written request to the **SMHA President** within 7 days of receiving the decision. The President will acknowledge receipt and provide an expected timeline for a final decision within **72 hours**.
- An appeal fee of \$250 will apply and must be paid at the time of engagement
- A review is not a re-hearing of the facts. The President will review the existing record to ensure SMHA By-Laws and policies were followed fairly. No new evidence or testimony will be considered at the review stage unless it can be proven that such information was intentionally withheld or suppressed during the initial hearing.

6. Can I go straight to Hockey Calgary/Hockey Alberta with my complaint?

No. Hockey Calgary and Hockey Alberta require that all members follow their local club's (SMHA) full grievance process first. They will only intervene once the SMHA internal process—including the President's Review—has been fully completed.

7. Is my complaint confidential?

Yes. All disciplinary matters are handled with strict confidentiality to protect the privacy of the players and families involved. Records are kept in a secure file accessible only to necessary Board officials.