

# Dallas Junior Hockey Association

## DISPUTE RESOLUTION POLICY

Disputes may arise during the season. It is important to the Association, to your team, and to the individuals involved that disputes be resolved fairly, consistently, and with the goal of restoring those involved to harmony.

If using e-mail, please refrain from hitting “reply all” to any message. Be discreet.

There are several potential points that merit “no discussion” (i.e., the coach’s word or decision is **final**). These are:

- \* playing time for each player as determined by the coach
- \* playing position assigned to each player as determined by the coach
- \* discipline imposed by coaches (including suspensions) for behavior or other reasons

There are also several potential points that merit **unconditional, immediate** referral to the DJHA Board Commissioner(s) if they involve **any** DJHA personnel or players. These are:

- \* sexual harassment (verbal or physical) or inappropriate contact of any kind by any one
- \* physical abuse of any kind by any one
- \* criminal behavior of any kind by any one

Other than the above points, there are four possible types of disputes that may arise:

Player vs. Player

Player vs. Coach

Parent vs. Coach

Parent vs. Parent

Each type of dispute is somewhat different, but each must be resolved using consistent procedures. Here are the Board’s guidelines.

### **Player vs. Player**

The coach is the chief executive officer of his team. Just like the CEO of any organization, he is accountable to the DJHA Board for his actions and decisions. He is therefore both **responsible** and **in charge** of all conduct of himself and his players while in his role as coach. This includes during practices, before and after games while players are in the facility (including in the locker room), and during the games.

The coach is the authority figure on the team and makes all decisions involving the players, including playing time for each player, team/player discipline during games, and front-line dispute resolution, all subject to the DJHA bylaws.

The coach is the first person the players look to when a dispute arises, as it should be.

The coach is the person responsible for resolving the dispute, if possible.

If the coach cannot resolve the dispute, the coach (not the players) will bring the issue to the Director of Hockey (Eric Silverman) for consultation and further action, if necessary.

### **Player vs. Coach**

The coach is the chief executive officer of his team. Just like the CEO of any organization, he is accountable to the DJHA Board for his actions and decisions. He is therefore both **responsible** and **in charge** of all conduct of himself and his players while in his role as coach. This includes during practices, before and after games while players are in the facility (including in the locker room), and during the games.

The coach is the authority figure on the team and makes all decisions involving the players, including playing time for each player, team/player discipline during games, and front-line dispute resolution, all subject to the DJHA bylaws.

The coach is the first person the players look to when a dispute arises, as it should be.

The coach is the person responsible for resolving the dispute, if possible.

If the coach cannot resolve the dispute, then either the player or the coach may bring the issue to Director of Hockey (Eric Silverman) for consultation and further action, if necessary.

### **Parent vs. Coach**

Parents must understand that the coach is the chief executive officer of his team. Just like the CEO of any organization, he is accountable to the DJHA Board for his actions and decisions. He is therefore both **responsible** and **in charge** of all conduct of himself and his players while in his role as coach. This includes during practices, before and after games while players are in the facility (including in the locker room), and during the games.

**The “24-hour rule” is in effect during the entire season.** This means that if a parent has an issue with a coach that arises during a game or practice, the parent may not contact the coach about the issue for a period of 24 hours following the game or practice.

Parents must then contact the coach by telephone or email and make an appointment to speak with the coach about the issue. Both the coach and the parent(s) must attend a face-to-face, in-person conference at a mutually-agreeable time and place to discuss the issue. If more than one such conference is necessary, those involved may have additional conferences in an attempt to resolve the dispute.

Only if the issue is not resolved after conference may the coach or parent bring the issue to the Director of Hockey (Eric Silverman) for consultation and further action, if necessary.

### **Parent vs. Parent**

These situations can be difficult. Usually they involve failure to follow the Golden Rule. They can almost always be resolved—by mature adults—after a bit of introspection and a cooling-off period.

As chief executive officer of his team, the coach should understand that what happens between parents has a direct effect on the functioning and performance of his players, and therefore, his team. He should therefore make whatever efforts he can to resolve such disputes before they get out of control. Parents *also* usually consider the coach the authority figure for the team, despite what they may say otherwise.

Parents should feel free to approach the coach to resolve disputes between them. **However, the coach is free to abstain from ANY involvement in such disputes in his sole discretion.** If the coach abstains, the parents may bring the dispute to either the Director of Hockey (Eric Silverman) or their commissioner for consultation and further action, if necessary.

### **FURTHER ACTION BY THE BOARD – HOW, WHEN AND WHY**

If the Director of Hockey (Eric Silverman) determines that he cannot resolve a dispute that is brought before him, the Director or parents involved may bring the issue to the Board for resolution.

Individual commissioners may be asked to consult, but may not be approached by *anyone* seeking final resolution of any dispute since they have no authority to make such decisions.

Only serious matters that resist or evade resolution by the Director and the coaches and parents/players involved should be brought to the Board.

If an issue makes it to the Board for resolution, the DJHA Bylaws control its disposition.