



**Conflict Resolution Policy Action Chart**

**Metro West Force Female Hockey Association**

This process will initiate upon receipt of a complaint submitted to Risk Management on the Complaint Resolution Form.

The following positions will be involved in the resolution process.

Risk Management will be involved throughout the process due to the recording of Process and liability to Metro West Force

\*MWF President reserves the Oversight, Review and Appeal of Resolutions\*

**CHART A**

Parent Code of Conduct Complaint	Player Code of Conduct Complaint	Coaching Complaint	Administration Complaint*	Officiating/Timekeeper Complaint	Certifications/Policy Complaint
↓	↓	↓	↓	↓	↓
Head Coach	Head Coach	Head Coach	See Chart B	Referee In Chief	Risk Management
Risk Management	VP Player Development	VP Coach Development		Risk Management	VP Ops

**CHART A (Continued)**

Ice Complaint	Equipment Complaint	Team/Player Incident	Facilities Complaint
↓	↓	↓	↓
VP Ops	VP Admin	VP Ops	VP Ops
		VP Player Development	Head Coach
		VP Coach Development	Risk Management
		Risk Management	
		Head Coach	

**CHART B (Administration Complaints)**

Finance Complaint	Registration Complaint	Tryout/Evaluation Complaint	Marketing/Communications Complaint	Vendor Complaint
↓	↓	↓	↓	↓
VP Admin	VP Admin	VP Ops	VP Admin	Vendor Relations
VP Finance	Registrar	VP Player Development	IT Coordinator	VP Admin
			Communications Coordinator	Risk Management
			Risk Management	

Please note, the basis of some complaints submitted may involve several elements. While the charts provide a basic structure, it is not limited as described above. Depending on the foundation of the submitted complaint, the Executive Committee reserves the right to involve any required Executive Committee Member to best manage the complaint to assist in its resolve.