



Discipline Policy

The Bow River Bruins Hockey Association (“BRBHA”) expects its players, parents/guardians, coaches and others to abide by its Fair Play Code of Conduct and Member in Good Standing Policy, along with the Hockey Calgary Regulations Handbook, each as amended from time to time. In cases where a dispute may arise, it is BRBHA’s intention that each issue be dealt with in an objective, fair and consistent manner with an outcome that is appropriate for the nature and extent of the issue under consideration.

A 24-Hour cooling off period is mandatory prior to contacting a team representative or a BRBHA representative.

Communication should be respectful, courteous and non-confrontational. A complainant must communicate the issue in writing and provide their contact information with the complaint.

The BRBHA Member in Good Standing Policy and the BRBHA Fair Play Codes of Conduct will be applied jointly when dealing with disputes. Complainants should contact the team manager or BRBHA Age Group Coordinator as set forth below depending on the source of the issue in question (Should the first point of contact not resolve the issue, the issue will progress in accordance with the flow below).

Issue involving Player	Issue involving Parent/Coach/Manager	Issue involving Referee
First point of contact: Team Manager ↓ Age Group Coordinator ↓ Discipline Committee ↓ Appeals Committee	First point of contact: Age Group Coordinator ↓ Discipline Committee ↓ Appeals Committee	First point of contact: ↓ President ↓ Hockey Calgary ↓ Central Zone Referees

It is BRBHA’s intention to ensure that complaints are handled and addressed within a reasonable timeframe.

The Age Group Coordinator will hold a neutral, unbiased position and will receive information regarding the issue and, where appropriate, assist in trying to resolve the issue.



If there is a conflict of interest with the Age Group Coordinator, and he/she is unable to act in this capacity, they must remove themselves, and notify the BRBHA Board of Directors who will find a suitable replacement.

The Age Group Coordinator will:

- Notify the parties in writing of the issue and how it was resolved;
- Assist in bringing about whatever administrative or other action is needed to implement the resolution;
- Ensure that an issue resolution log has been completed, in the event the incident were to occur again; and
- Provide a copy of the issue resolution log to the Discipline Committee.

If the complainant is not satisfied with how the issue has been resolved, or the matter is deemed to be urgent, the matter shall be forwarded to the Discipline Committee for their involvement and handling. Any request for involvement from the Discipline Committee must be made in writing by way of email at brbha1stvp@bowriverhockey.ca, ensuring that all initial BRBHA points of contact involved in the earlier process are copied on the email. The complainant must include the following information in its communication with the Discipline Committee:

- Initial complaint;
- All relevant communications between the complainant and the Age Group Coordinator, if applicable; and
- A request that the matter be considered by the Discipline Committee.

The Discipline Committee will review the applicable information related to the dispute and may contact the parties involved for further information. The Discipline Committee will attempt to resolve the issue as expeditiously as possible. The Discipline Committee will, after completing its review of all relevant information before it, communicate its decision in writing regarding the complaint to all parties affected by the complaint.

If a party affected by the complaint is not satisfied with the decision of the Discipline Committee, he/she must refer to the Discipline Appeals Policy.

If an issue is reported from someone outside of BRBHA, such as persons from other hockey associations, facilities or Hockey Calgary, the BRBHA may deviate from the above-mentioned steps and address the issue in any manner it deems appropriate, acting reasonably.

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