*The Team Level*

*The first step in any concern management process is to address at the team level and it should be done in a timely and respectful manner. Respectful means showing respect when approaching a person regarding a concern and respecting the processes outlined to bring forth concerns, such as using a team liaison and/or a 24-hour rule. Timely means it is brought forth in a timeframe that allows the proper management of the concern.*

*The Local Minor Hockey Association Level*

*Following management at the team level the next step should you not feel the concern was managed appropriately is to bring it to your organization’s attention through their processes. These processes can vary depending on the size and structure of your local association and can have additional steps within the process so please ensure you are familiar with your organization’s processes.*

*Hockey Alberta expects that all concerns brought forward to an association be managed in an appropriate manner as outlined by Hockey Alberta’s conduct management process.*

*Hockey Alberta Level*

*Should a person feel their concern was not managed appropriately by the association the final step would be for Hockey Alberta to review the matter. Hockey Alberta only reviews the processes used to managed the situation not the outcome of the process as outlined in Hockey Alberta’s conduct management process. A review of the process is not an appeal to Hockey Alberta and the onus is on the person bringing forth the concern to identify where they felt the process was not managed* appropriately.

So designing it from a strictly parents perspective I would say the key things that should be included:

* Any concern has to be handled at the team level first, and you need to respect the process outlined by the team/coach/association
* If they feel the concern was not handled appropriately then bring it to the association’s level as per the association’s process