



Below is an important list that all AMHA parents, coaches and managers need to know and follow when dealing with a complaint.

If a player or parent has a complaint related to the hockey team the first step is to take it to the team manager.

The team manager must then take the complaint to the head coach to look for a resolution to the complaint.

If an resolution cannot be achieved through this process then the Division Coordinator must be contacted and a meeting arranged with the parties involved.

Following that process we hope a resolution will be achieved but if the issue is still on the table the AMHA President must be engaged along with representatives from our Conflict Resolution Committee and HNS if required.

We ask that all parents/ coaches and managers follow this process. Those that contact the Conflict Resolution Committee chair first will be directed back to the manager of the respective team to try and handle within the team.

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