



# Conflict Resolution Process



As members of the hockey community we share the same passion for the game. Emotions sometimes run high in the arena and judgments are quickly formulated upon these emotions.

MMHA supports the 24 Hour rule. This is the amount of time that one must wait before attempting to address their concerns. This usually allows for emotions to settle and rational decisions to be made.

Once you have waited 24 hours and if you still feel that your concerns are valid, the following steps should be taken:

**Step 1:** Try to resolve the issue at the team level first. Talk to your team manager as well as your bench staff to see if they are able to address your concerns. If you are able resolve the issue but you would still like to formally document it, you may do so by completing the Conflict Resolution Form. Under the section that asks “Was this issue resolved at team level” please check the box indicating “Yes” then email the form to the Risk Management Director so that it can be filed accordingly.

**Step 2:** If this is an ongoing concern or a reoccurring event that cannot be resolved at team level, we ask that you document your concerns and any actions that have been previously taken on the attached Conflict Resolution Form. The information provided in the Conflict Resolution Form will provide the executive with the necessary background information that may be needed in the event that this concern needs to be escalated. The Risk Management Director should then be notified so that they can follow up on any concerns that are reoccurring.

**Step 3:** You will then receive correspondence from the Risk Management Director or affiliate within 48 hours. If this issue is unable to be resolved through correspondence the Risk Management Director will then select a date and time to meet with you. The Risk Management Director will also select an appropriate executive member(s) to help aid in this resolution process.

**Step 4:** Upon completion of the meetings, the Risk Management Director may present his or her findings to other members of the Executive for further direction if sanctions are required.

**Step 5:** The Risk Management Director will outline the actions taken to resolve this conflict and any sanctions that may have been issued. This is to be done on the Conflict Resolution Form that they were initially provided with.

**Step 6:** The completed Conflict Resolution Form will then be filed in the MMHA office in case any other related occurrences are brought forth in the future.



# Conflict Resolution Form



Division/Team Name: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Team Coach: \_\_\_\_\_

Name of the Person that the Complaint is against: \_\_\_\_\_

Name of Person Filing the Complaint: \_\_\_\_\_

Detailed Description of Concern:



# Conflict Resolution Form



Was this Issue Resolved at team Level  Yes  No

*(If "YES" is checked, outline the actions taken under the Resolution section and then submit above Conflict Resolution Form to the Risk Management Director for filing purposes).*

*(If "No" is checked, the Resolution section is to be completed by Risk Management or affiliate in their absence).*

## Resolution:

Printed Name: \_\_\_\_\_  
*Person Filing the Complaint*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_  
*Risk Management Director or Affiliate*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_