



PARENT CONCERNS – Reporting Process

LMHA recognizes and understands that throughout the hockey season, issues may arise that could lead to minor conflicts or complaints regarding topics such as ice time or coach/player/parent conduct. LMHA requires that parents attempt to address these minor conflicts at the team level prior to escalating their concerns to LMHA. **In all cases, any parent's first point of contact should be the Teams' PARENT LIAISON.**

The following outlines the process of dealing with minor team related issues:

1. In all cases, the 24-Hour Rule between all parties applies. Failure to respect this rule may result in an interim suspension from all LMHA activities.
2. As a first step, any issue must be brought to the attention of the team's Parent Liaison with the intention of finding an amicable resolution.
3. If a resolution cannot be reached, the Parent Liaison will reach out to the Head Coach. The Head Coach then will decide the next course of action. This may include involving the team officials where applicable. A meeting may be setup by the head coach with the parties involved. At this stage the head coach may want the division manager and the VP of HR and Risk Management to attend.
4. If the discussion between the parties does not result in a resolution, the Head Coach, in conjunction with the Parent Liaison, must reach out to their Division Manager and the VP of HR and Risk Management. The Division Manager, and the VP of HR and Risk, at their discretion, will assist and attempt to work towards a resolution between the parties.
5. If the involvement of the Division Manager, and the VP of HR and Risk, are unable to result in a resolution to the satisfaction of all parties, the complainant may escalate the issue to the LMHA President following the "Reporting a Complaint" procedure found within Section 12-16 (Misconduct Complaints) of the [LMHA Discipline Policy](#).

At any point in any discipline matter, if a parent, team official, or player requires clarification on team level discipline and how our LMHA Discipline Policy applies, please email your Division Manager and VP of HR and Risk. Confidentiality will be maintained in that email.

In any situation, the VP of HR and Risk has the right to gather additional information from all the parties involved, as required, to provide appropriate support in any situation.

For team level discipline guidelines please refer to [Team Level Discipline Guideline](#).

For all discipline matters, please refer to LMHA's Discipline Policy for full details and procedures: [LMHA Discipline Policy](#).