



Communications and Conflict Resolution Policy

1. Communication Protocol

The Calgary Raiders Hockey Club is committed to ensuring clear, transparent, and respectful communication within our community. To facilitate this, we have established the following guidelines for communication:

1.1. Association Communication Pathways

Communication with our members and the broader community will primarily occur through the following channels:

- Official website and newsletters
- Verbal communication at monthly Board meetings and Annual or Special meetings
- Email notifications to members
- Social media and other appropriate online platforms
- Any other communication method deemed suitable by the Board

1.2. General Correspondence

For general inquiries, members can contact the Administrator, Ice Scheduler, or any Board Member via the email contact information provided on the website.

1.2. Directors Accessibility

Board of Director and Coordinator email addresses are available to the community for communication on hockey-related matters via the website. Personal email addresses should not be used for official club business, and all communication must be conducted through the organization's designated email account.

1.3. Correspondence Timeline

Members can expect to hear back from association personnel within 3 business days of having sent their correspondence.

1.4. Communication Guidelines

CRHC is dedicated to promoting respectful behavior, communication and conduct both on and off the ice. CRHC is committed to eliminating any form of disrespectful behavior, discrimination, abuse, neglect, or harassment. Simply put, the CRHC expects all interactions to always be respectful.

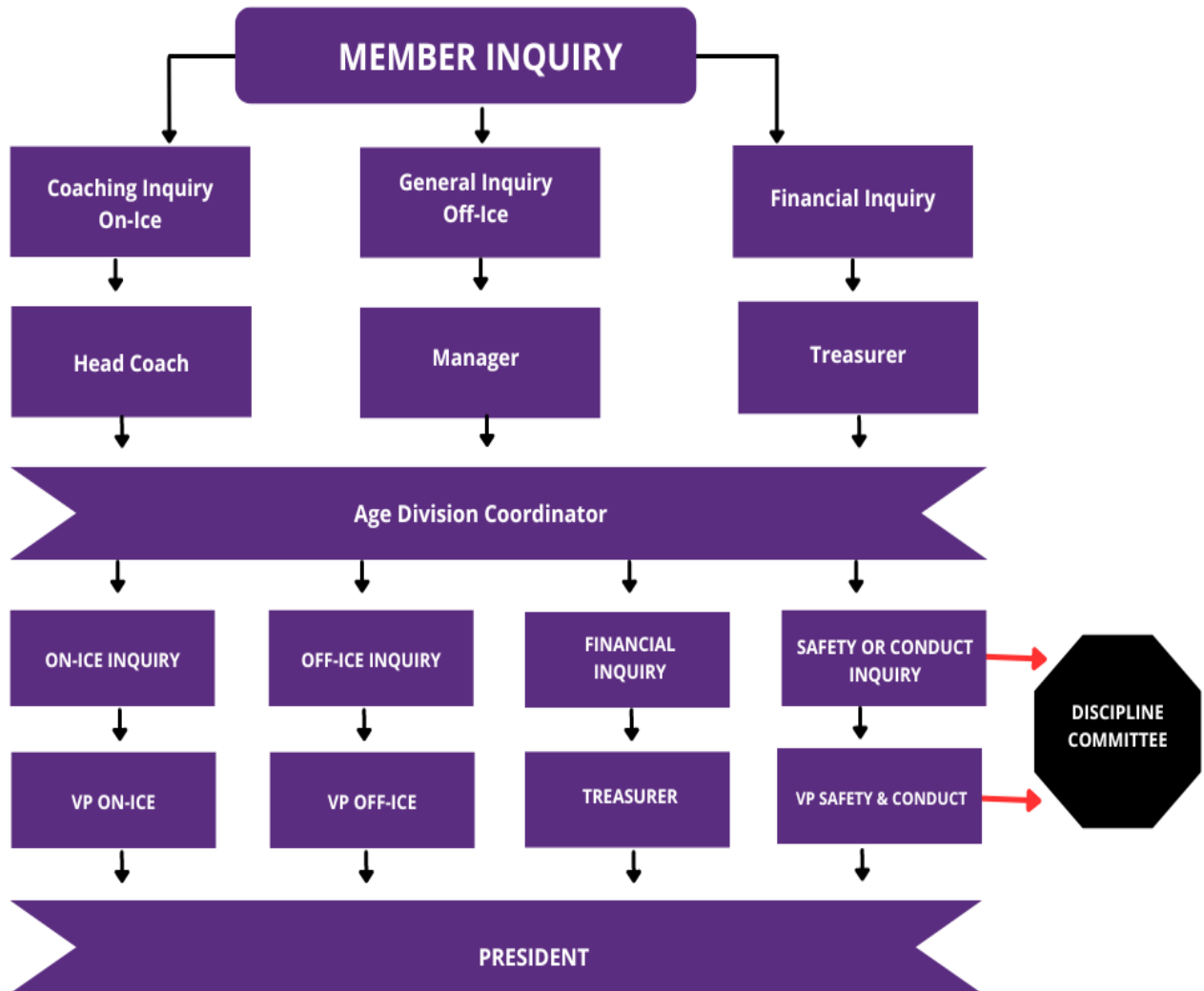
All communication and correspondence must adhere to the standards outlined in the CRHC [Social Media and Respectful Communications Policy](#). Any conduct deemed unacceptable, as defined in this policy and the *Social Media and Respectful Communications* policy will not be tolerated. Unacceptable conduct, in violation of CRHC's guidelines, is subject to disciplinary action.

2. Communication Escalation Process

To ensure that concerns are addressed in an organized and efficient manner, the CRHC follows a clear communication escalation process. This process aligns with guidelines set forth by Hockey Calgary, Hockey Alberta, and Hockey Canada. It is important for all members to respect and follow this escalation chain.

If an issue arises, members should follow this chain of communication:

Communication Pathway and Escalation Process



3. Team Conflict & Resolution Process

From time to time, conflicts may arise within a team over issues such as behavior, discipline, equal ice time, or the quality of coaching. Our policy ensures a structured approach to resolving these conflicts:

3.1. Initial Resolution

Parents should first bring their concerns to the Team Manager or Head Coach depending on the nature of the concern (Off Ice – Manager; On Ice – Head Coach). The Team Manager and Coach

will work with the parents to address and resolve the issue collaboratively. Please note, the CRHC does not allow a Team Manager and Head Coach to be married to one another, or to be related to one another in any way, to avoid any conflict of interest.

3.2. Involvement of Age Group Coordinator

If the Team Manager and Coach cannot resolve the issue, the matter should be escalated to the Age Group Coordinator, who will assist in finding a resolution or guide the next steps for further action.

3.3. Escalation Within the Organization

If a satisfactory solution is not achieved at the team level or through the Age Group Coordinator, the issue may be escalated further following the Communication Escalation process.

4. Hockey Calgary Involvement

If the issue remains unresolved within the organization, members may contact Hockey Calgary. However, if the appropriate escalation process has not been followed, Hockey Calgary will refer the matter back to the CRHC for resolution.

5. Conflict Resolution Guidelines

To foster respectful and constructive dialogue, members are expected to adhere to the following guidelines:

- **The 24-Hour Rule:** When issues arise, we request that members observe a 24-hour cooling-off period before addressing concerns. This helps prevent emotional responses and allows all parties to approach the situation with a clear mind.
- **Respect in Sport:** All members are expected to follow the principles outlined in the Respect In Sport course. This includes maintaining respectful communication and behavior during the resolution process.
- **Anonymous Inquiries:** Unless player safety is at risk, anonymous concerns will not be addressed as they prevent the opportunity for constructive dialogue. All parties involved must be identifiable to ensure transparency and collaboration.

6. Compliance and Accountability

All members are encouraged to adhere to the policies outlined in this Communication and Conflict Resolution Policy. Non-compliance may result in disciplinary action, in accordance with the Raiders Hockey Club's Code of Conduct and Discipline Policy, which can be found on the organization's website.