



POLICY NO. 14	POLICY TITLE: Discipline, Complaints & Dispute Resolution
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Policy 14- Discipline, Complaints & Dispute Resolution Policy

Purpose

Ensure that all disputes and disciplinary matters are resolved in a fair and equitable manner. HCSA's structured approach to receiving and resolving disputes or disciplinary issues ensures that matters are handled in a responsible manner.

Scope and Application of this Policy

This policy applies to all HCSA's board members and volunteers, participants, family members and support staff.

Submitting a Complaint

- All formal complaints must be submitted in writing to:
hcsa.connect@gmail.com
- Complaints will be reviewed by a member of the Board of Directors or a designated individual.
- Anonymous complaints will be accepted and may result in resolution efforts and potential disciplinary action.

Dispute Resolution Process

Step 1 Review and Assignment

- Upon receiving a complaint, the HCSA Board will assign a Dispute Resolution Team
 - (typically 2-3 members with no conflict of interest)
 - Acknowledgment of receipt of complain will happen within 5 business days

Step 2 Information Gathering

- The team will collect information from all relevant parties. This may include:
 - A written statement from the individual(s) involved
 - A meeting or formal hearing (if appropriate)
 - Review of any related documentation, correspondence, or witness statements

Step 3 Decision and Resolution

- The team will deliberate and make a recommendation to the HCSA Board
- The Board will review the findings and make a final, binding decision
- All decisions and actions taken will be documented and stored safely

Step 4 Communication

- The complainant and respondent will be informed of the outcome in writing, along with any next steps or follow-up actions

Family, Support Staff and Spectators Complaints

- Family, Support Staff and Spectators are encouraged to bring concerns to their team's coach or representative first, if applicable.
- If a complaint requires further attention, the coach or representative will bring the issue to the HCSA Board.
- The HCSA Board of Directors will make the final decision on all complaints.
- All decisions by the Board are considered final and binding.

Legal or Child Safety Concerns

- In any situation involving suspected child abuse, neglect, or other legal concerns, HCSA will immediately contact the appropriate authorities, including child protective services or law enforcement, as required by law. HCSA will fully cooperate with external investigations and prioritize the safety and well-being of all participants

As this is required by law.

Recordkeeping

All complaints, investigations, and outcomes will be documented and stored securely in accordance with HCSA's Privacy and Confidentiality policy. Records will be retained only as long as necessary for operational or legal purposes

Approved by Board, Nov 12, 2025