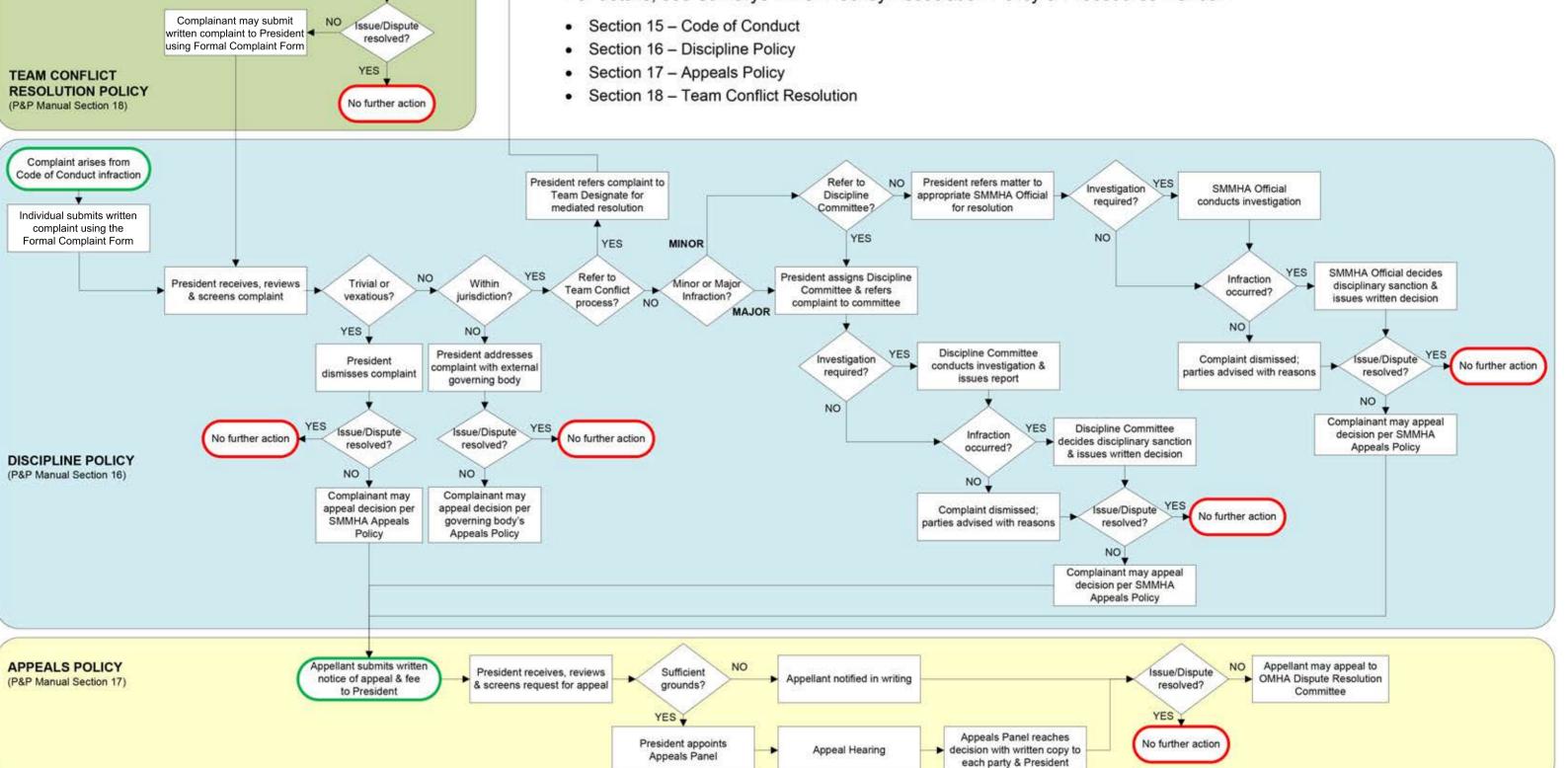


Conflict Resolution, Discipline & Appeals Process

For details, see St.Marys Minor Hockey Association Policy & Procedures Manual:



Complaint arises from

conflict within team or between SMMHA teams

Complainant meets

with Respondent to

address issue/disnute

Waiting

No further action

Issue/Dispute

resolved?

Complainant presents issue

to Team Designate who

arranges meeting with

Complainant & Respondent to resolve issue

PREFERRED

PROCESS