



Milton Keynes Junior Ice Hockey Club

Disciplinary & Complaints Procedures

Disciplinary Procedures

1. Minor breaches of discipline by players will whenever possible be dealt with promptly by the Coaches/Manager and Club Officials, employing sanctions such as benching or suspension from a training session. Undisciplined behaviours may also lead the Coach to consider that the offending player is unfit for match selection.
2. More serious breaches will be referred to the Disciplinary Committee of nominated Executive Committee Members, who have no conflict of interest in the matter. It may also include the age group coach, manager and Director of Coaching where appropriate.
3. The Disciplinary Committee is empowered to suspend an offending player from all Club activities for as long as it sees fit. In extreme cases the Executive Committee will meet to decide if a player should be expelled from the Club.
4. The Disciplinary Committee will hear verbal evidence and consider written submissions if facts are in dispute or if required to determine the level of punishment. The Disciplinary Committee may consult informally as soon as an incident comes to light, and may decide to impose an immediate suspension until such time as evidence can be fully heard.
5. The Executive Committee will decide on expulsion from the Club. It may also consider appeals against decisions of the Disciplinary Committee, but in such cases may decide to increase rather than reduce any punishment.
6. Unacceptable behaviour by a parent of a player will be dealt with along the above lines.
7. Independent of these Disciplinary Procedures, the management of the rink reserves the right to refuse admission to any player or family member it considers guilty of unacceptable behaviour.
8. Any incident by the player or parent considered to be gross misconduct will result in instant dismissal. There will be no appeals procedure in this case.



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Complaints Procedures

1. Players and parents should seek initially to resolve problems through their Team Manager. Any complaint should be made in writing no earlier than 24 hours after the related incident or cause of complaint, ensuring you are abiding by the code of conduct and allowing the necessary cool down period to evaluate the complaint.
2. If the Team Manager is unable to resolve the problem, the written complaint will normally be passed on to the Executive Committee for consideration. A complainant who is not satisfied that this has occurred should write directly to the Executive Committee explaining the problem.
3. If the complaint is about an action of a team manager, it should be brought to the attention of the Director of Coaching in writing no earlier than 24 hours after the related incident or cause of complaint, ensuring you are abiding by the code of conduct and allowing the necessary cool down period to evaluate the complaint.
4. Any complaint about an action of the Director of Coaching should be communicated in writing to the Vice Chair in writing.
5. All written complaints addressed to either the Director of Coaching, the Vice Chair or passed on by a Team Manager, will be discussed and possibly investigated by the Executive Committee. A written response will be given within 14 working days on receipt of the complaint.
6. Any complaints about the action of the Executive Committee should be communicated in writing to the Chairperson.