**Problem-solving Process**

Please review the problem-solving process and communication flow chart below. The steps outlined below indicate the flow of submitting an issue for resolution. For example, Step One: player/parent, if this does not resolve it, advance to Step Two: team manager, if they are unable to resolve the issue, they advance to Step Three: team coach, etc.

**Communication Flow Chart**
Step One: Player / Parent
Step Two: Team Manager
Step Three: Team Coach
Step Four: FHFHA – please contact a board member by email
Step Five: HNS Female Council Fundy Highland Regional Director
Step Six: Chair Female Council
Step Seven: HNS Executive Director

Accompanying procedure:
Observations / suggestion/ complaints must be communicated in accordance with the flow chart above.

Under no circumstances shall issues be advanced without first seeking resolution at the correct level.

Please keep in mind that Fundy Highland Female Hockey Association abides by "The 24-Hour Rule".

This rule has several purposes:

1. When an issue occurs, it allows each party involved to step back and clear the initial emotional elements
2. Provides a clear and concise process for problem resolution
3. Provides a clear understanding of what is expected from all parties involved
4. Promotes direct communication
5. Provides an avenue of fairness and opportunity to every parent, player and coach

The 24-Hour Rule:

When a hockey-related concern or issue arises and a party has a resulting complaint to make or an issue to be resolved, they are asked to wait 24 hours, then put the issue in writing and submit it to the appropriate party. It is very important that all parties involved take the full 24 hours to remove or decrease the emotional element so that the actual issue can be resolved quickly, in a civilized manner, and to everyone's satisfaction.