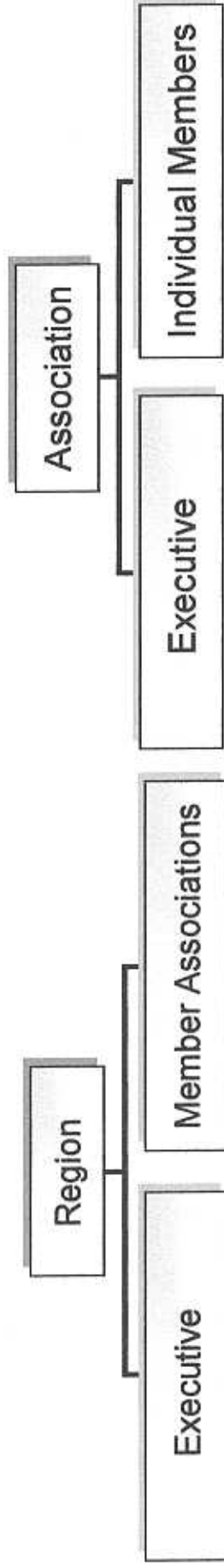


# Redress Protocol



- Membership of region is associations as opposed to individuals.
- Redress by individuals to the Region should be limited to membership services decisions or discipline decisions that directly and solely affect that individual (player/parent).

Is this a membership services type decision or other decision that solely affects the individual?  
e.g. release refusal, refusal to register, discipline



**Must be represented by the member association**

examples include

- Coach/parent objects to release decision by another association
- Coach/parent objects to discipline ruling against a player on his/her team
- Coach/parent objects to processes or decisions made by another association
- Coach/parent objects to referees decision

**Individual may seek redress from Region**

examples include

- Local association refuses release – individual member disagrees
- Player/parent objects to discipline ruling directed at that player/parent
- Local association refuses to register a member

# Guidelines for Appealing or Requesting Decision Review by Region

ERRA AGM - May 15, 2004

# Maintaining regional decorum

- Situation
  - Member has exhausted redress processes
  - Goes “public” by taking their grievance outside the established process
  - exports the same issue to other associations, regions, or leagues – perhaps repeatedly
  - apparent attempt to pressure or embarrass the region/association into a change of position
- Results
  - attempts to give the impression that ERRA is not providing fair and due process within the region
  - is openly disrespectful of the regional authority, the provincial structure, and the members within
  - usually involves communications containing open disrespect, criticism, or challenge of objectivity

# Executive Recommendations

Conclusion	Recommendations
<ul style="list-style-type: none"><li>- Results in needless administration within and or outside the region</li><li>- Is disrespectful of region and ORA processes</li><li>- At worst, may represent harassment</li></ul>	<p>Member associations communicate to and encourage members to use the duly established processes and protocol that are provided within the region.</p> <p>Actions (beyond due and established process) taken that are for the purpose of embarrassing or pressuring the region will be considered a disciplinary issue.</p>