What is a Parent Liaison? This position involves communication with parents and coaches during situations where there may be concerns needing to be addressed within the parent group of a High Country Hockey team. Concerns may arise over things like ice time, choice of players for overtime, or various other items. The Liaison is in place to create a safe place for parents to go if they wish to have a concern addressed that they feel they cannot discuss calmly with the coaches directly.

The parent should approach the Liaison to discuss the situation and fully express their concerns or questions. This should be done in a reasonable and calm manner with the Liaison.

Any anger or frustration should be dealt with the 24 hour rule where a cooling off period of 24 hours is used. Then, the issue is communicated within the next 24 hours.

The Liaison would then communicate with the coach who could address the concerns directly with the liaison present or could communicate through the Liaison. This will likely complete the communication, but in the instance where it does not, the Liaison would try to keep communication going. If the situation warrants, the Coach Director can be called in to the situation to help mediate a solution.

If the Liaison, Coach, Parent and Coach Director cannot come up with a solution, then the Coach director would contact the HCMHA Executive Board for further discussion and the development of a solution that is workable. If a formal complaint is made by the parent as a result of not being able to resolve at team level, there may be a chance that a coach may be asked to not coach by the association, there for creating more stress on teams.

WAIT 24 HOURS

Discuss the concern with your child (player) and pursue only if your child feels it is a concern worth addressing

If unresolved, Coaching Director will bring the matter to the attention of the HCMHA Executive who will then address and help resolve

If unresolved, Parent Liaison will arrange a meeting with Coaching staff, Parent Liaison and Coaching Director; hopefully the matter can be resolved

If necessary the Parent Liaison will arrange a meeting with coaching staff; hopefully the matter can be resolved

Contact the Parent Liaison for your team to discuss the concern.