



TWHA Evaluation Grievance Procedure

The following document outlines the process to follow when issuing a grievance either during the evaluation process or after evaluations are complete.

Mid-Evaluation Grievance Process

- Mid-evaluation grievances can only be made to the President or a Co-Director of Evaluations and must be substantive in nature to be considered;
- If required, the Parent Advocate will review the grievance and provide feedback.

Post-Evaluation Grievance Process

- Post-evaluation grievances are to be made first with the applicable age group Vice President of Operations;
- If unable to resolve at that level, the President, followed by a Co-Director of Evaluations, followed by a Grievance Committee.

Grievances will be addressed as quickly as practical. Members are encouraged to consider the '24-hour' rule before initiating a grievance. Grievances should be submitted by email using the attached form and indicate:

- 1) The aspect of the TWHA evaluation guideline that wasn't followed
- 2) The impact of the error
- 3) A proposed resolution

Responses to member grievances will be subject to the '24-hour' rule and will be reviewed by another Board member. Grievance resolution will consider the impact on all players (not just the player(s) included in the grievance).

If you have an evaluation grievance, the form on the following page must be completed and submitted to the appropriate person(s) as outlined above.



TWHA Evaluation Grievance Form

Player Name: _____

Nature of the Grievance: _____

Aspect of the TWHA evaluation guideline that wasn't followed:

The impact of the error:

Proposed resolution:

Other comments/suggestions:

Date: _____

Parent's Signature: _____

Parent's Email: _____