



Dallas Stars Metro Hockey League Grievance Policy and Discipline Procedures

Our goal is to provide a positive experience to all members within the Dallas Stars Metro Hockey League (DSMHL). However, we realize that from time-to-time, an issue may arise that requires attention. We have designed our Grievance Policy to provide a process in which an individual can present an issue for review and resolution.

In an effort to resolve grievances in a reasonable and effective manner, we request your cooperation in complying with the DSMHL Grievance Policy.

There is a strict “24-hour rule” in relation to all DSMHL grievances. This means that individuals cannot submit a grievance within 24-hours of the incident. All prospective grievances should be initiated within seven (7) days of the incident. All persons wishing to lodge a grievance must complete the **DSMHL Grievance Submission Form** found on the Children’s Health | Comerica Center StarCenter website or by [Clicking Here](#).

The complaint must identify the person or persons making the complaint, describe the efforts made to informally resolve the complaint, and set forth all facts and matters to be considered and the relief or remedy sought. The formal complaint shall be resolved within seventy-two (72) hours of receipt by the Management Team within the DSMHL Ice Arena that the incident took place in. The decision will be provided in writing to the individual who submitted the grievance.

If the Complainant is not satisfied with the decision/resolution, the Complainant may appeal the decision/resolution by completing the **DSMHL Grievance Appeal Form** (form is available on the Children's Health | Comerica Center StarCenter website and must be printed, completed, and mailed to the following, accompanied with a \$100.00 appeal fee:

**DSMHL Grievance Committee
C/O Dallas Stars Executive Office
2601 Avenue of the Stars
Frisco, Texas 75034
Checks can be made out to the “Dallas Stars Metro Hockey League”*

- Complainant’s appeal must be received within fourteen (14) days after the initial decision/resolution was communicated to the Complainant.
- If Complainant fails to file within a timely manner, then the Grievance Committee may decide that the original decision/resolution will stand without reviewing or considering the Appeal Form.
- Furthermore, if Complainant files a Grievance without the \$100.00 appeal fee, the Grievance will not be reviewed. If Complainant submits a NSF check, the decision of the Grievance Committee will be reversed immediately and no further appeals may be made.
- Upon receipt of a timely filed Appeal Form, the Grievance Committee, upon completing an investigation to the extent that is believed necessary and appropriate, will make a decision to (I) uphold the initial decision/resolution; or (II) issue a new ruling on the initial complaint. Resolution will be communicated in writing within seven (7) days after receiving the Appeal Form.
- If the initial decision/resolution is upheld, it will be considered final and not subject to any further appeal.
- Filed Grievances, whether acted upon or resolved, will be retained on file and may be used in the disposition of future Grievances or in decisions regarding involvement in the DSMHL.