Ringette Calgary Communications Flowchart for Queries, Complaints and Appeals

The goal is to resolve issues or get resolution at the *lowest level* that has the authority to do so.

Your questions should always start at your Home Association Level.

Home Association Level Ringette Calgary Level Ringette Alberta Level STEP 1 STEP 4 STEP 7 Contact an appropriate member of your **home** Contact an appropriate member of **Ringette** Contact the Ringette Alberta Office to **association** to address the issue informally. **Calgary** to address the issue informally. address the issue informally. Was it resolved? Was it resolved? Was it resolved? If not, proceed to STEP 2 If not, proceed to STEP 5 If not, proceed to STEP 8 STEP 8 STEP 2 STEP 5 Did your home association indicate that they Did Ringette Calgary indicate that they could Put it in writing. could deal with this matter? deal with this matter? Submit your query to Ringette Alberta in writing and copy Ringette Calgary. If so, proceed to STEP 3. If so, proceed to STEP 6. Was it resolved? Did your home association indicate that you Did Ringette Calgary indicate that you need to need to contact Ringette Calgary about this contact Ringette Alberta about this matter? If not, proceed to STEP 9 If so, proceed to STEP 7 matter? If so, proceed to STEP 4 STEP 3 STEP 6 STEP 9 If your complaint is based on a **decision of** If your complaint is based on a decision of If your complaint is based on a **decision or** policy of your Home Association you are Ringette Alberta, please follow Ringette Ringette Calgary you are required to utilize required to use **your Association's** the appropriate procedure within the Ringette Alberta's Complaints and Discipline Policy or complaints/resolution and appeal Calgary Rules & Regulations: the Ringette Alberta Appeal Policy. procedures. **Game protests** and **Other Protests** can be found in Section XII, and Operational Review Procedure can be found in Section XIII.