

Policy 32. Complaints

Reviewed by: Devon Brown

The hockey environment can be quite emotional in both a positive and negative sense. As a spectator or person involved with minor hockey, it is common for individuals to pass judgment and opinion on the situation at hand, the people involved and/or the hockey program. These judgments and opinions may or may not be accurate. When these views evolve into a dispute, it is highly advisable to address the matter at the earliest opportunity and informally, if possible.

This policy identifies the procedure to be followed when conflict arises in the environment of the DMHA hockey program. It is based on the principle that most interpersonal disputes can be resolved by the participants with mutual respect and cooperation.

This policy applies to all members and any individuals engaged in activities with DMHA, including spectators ("minor hockey participants"). Conflict between DMHA teams/players/minor hockey participants and teams/players/minor hockey participants from other minor hockey centres and/or officials and/or other non-DMHA parties shall be reported to the applicable DMHA league and/or OMHA representative, who will address such matters in accordance with league and/or OMHA rules and regulations. Such matters may not be reported directly to the league or OMHA. The executive will take whatever local actions are necessary to address the issues within the relevant policies and procedures.

In all cases, except those where the immediate safety and/or well-being of a member, participant or DMHA asset is at risk, persons

No changes

with a complaint (“complainant”) are encouraged to immediately capture the facts, and their thoughts on the matter, and to allow 24 hours after the incident before discussing their concerns with others. If the complainant, after waiting 24 hours, still has an issue or concern that needs to be addressed, they may proceed to the conflict resolution process, which is as follows:

1. Step One - The complainant should attempt to communicate respectfully and/or meet with the person about whom they have a potential complaint.

2. Step Two - If the communication or meeting does not resolve the potential complaint, the matter should be presented to the head coach of the team or their designate. Within 3 days of receiving the verbal complaint, the team designate, acting in the role of mediator, will arrange an informal meeting between the complainant and the respondent to promote dialogue and facilitate a resolution of the complaint. At the discretion of the team designate, the applicable DMHA league representative may be called upon to assist in resolving the matter.

3. Step Three - If the complaint is not resolved through the mediation described in Step Two, the complainant may submit a formal, written complaint to the executive, who will refer the complaint to the discipline committee for review in accordance with the process set out in the discipline policy. The purpose of the discipline committee is to attempt to address concerns and resolve disputes involving DMHA and its members in a timely way and only after the foregoing informal measures have failed. The

complainant must state in the written complaint whether the complainant wishes to appear before the Grievance Committee.

If the complaint relates to any member of the discipline committee in any capacity, then that committee member shall be in conflict of interest and shall not serve on the committee for that grievance. The President shall appoint a replacement committee member.

If the decision on the complaint is appealed to the executive, any non-conflicted member of the executive shall be entitled to vote.

Board and Membership Feedback: