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| CATEGORY: Risk Management | LAST REVIEW: 2025 |
| POLICY NUMBER: 5.3 | DATE APPROVED: May 29, 2025 |
| TITLE: Complaint Resolution | |
| PURPOSE: CCMHA is committed to ensuring a clear process for addressing complaints. | |
| RELATED GUIDELINES/DOCUMENTS: Incident Report Form | |

1. INTRODUCTION

CCMHA is committed to providing a safe and fun hockey environment based on fundamental values of equality, trust and mutual respect. An environment that leads to positive social and physical development for all players, parents, coaches and officials.

2. SCOPE

Any person who wishes to comment, complain or even compliment any witnessed behaviours are welcome to do so in writing, by email or by contacting their team Coach or Team Manager, who will escalate the request to the Board. Once notified, the President will contact the Discipline Committee, or the police if in the opinion of the President, the police should be involved. All matters will be addressed in accordance with CCMHA values, Code of Conduct and Discipline Policy.

A Complaint may be raised by any member of CCMHA, by members of another association (through their association's executive), by league officials or by members of the Board acting in response to a report from game officials or by any other party.

3. ORDER FOR PURSUING RESOLUTION

Unless otherwise specified, the order for pursuing resolution of Issues, Concerns and Complaints in CCMHA is as follows:

- Coach
- Division Coordinator
- Discipline Chair
- Any Executive Board Member

4. COMPLAINT PROCESS

A Complaint must identify the time, place and participants as well as provide a summary of the incident and be signed and dated by the Complainant. An Incident Report shall be used to outline the complaint. These forms may be obtained from the CCHMA website. In certain circumstances, the Board may choose to engage the Discipline Committee to investigate and render a decision on an incident even though a formal complaint has not been lodged.

Examples of incidents which may warrant disciplinary action are as follows:

- A player or team official who receives excessive game misconducts, gross or match penalties.
- A coach, who in the opinion of the Division Coordinator, is being assessed too many bench penalties or penalties of a serious nature.

Cumberland County Minor Hockey Association – Policy Manual

- Any member of CCMHA or their guests who repeatedly brings discredit to team, team officials or CCMHA through frivolous and vexatious actions, violent, abusive or gross behaviour, on or off the ice.

CCMHA will not entertain lawyers present at any meetings, with the exception of a lawyer representing the Association.

The INCIDENT REPORT FORM shall be used to provide feedback, submit ideas and complaints.

Copies of this form are available on the CCMHA website.

5. COMPLAINTS AGAINST GAME OFFICIALS

CCMHA does not have authority to conduct hearings into the conduct of game officials.

Written complaints about game officials must be reported in writing, setting out the particulars of the incident and must be signed by the individual making the complaint and forwarded to the President of CCMHA. At no time shall a complaint, both verbal and written, be made to any association or organization other than CCMHA. The complaint may be sent to the Referees Association, as determined by CCMHA.

6. REVIEW

The Policy will be reviewed by Cumberland County Minor Hockey on an annual basis.