



FORT SASKATCHEWAN MINOR HOCKEY

COMPLIMENT/CONCERN/COMPLAINT FORM

Notice to Fort Saskatchewan Minor Hockey Members:

This form is provided to all members of Fort Saskatchewan Minor Hockey Association who would like to provide information to the members of the FSMH board. This form is to be used for all written concerns involving FSMH members and will be the only form of compliment/concern/complaint accepted as official. The information on the form will be retained in the FSMH office on file relating to the subject person(s) involved. The form will be utilized in the following three ways:

1. **Compliment** – A member of FSMH wishes to bring to the board’s attention the actions of another that has gone above and beyond the requirements of their position. This form can be used to request formal recognition of the individual.

2. **Concern** – A member of FSMH wished to bring to the board’s attention a concern they have with an individual, an observed conduct of an individual, the actions or conduct of a team or any concern they have with an aspect of FSMHA. The completion of this form relating to a concern will be reviewed by the director of the appropriate level but will not automatically initiate an investigation.

3. **Complaint** – A member of FSMH wishes to make a formal complainant against an individual involved with Fort Minor Hockey. Before a formal complaint is filed the individuals should attempt to resolve the complaint at the team level through utilizing the following sections of the problem solving protocol listed in the policy and procedures of FSMH:
 - a. Utilizing the 24 hour rule
 - b. Bringing the concern to the parent liaison and filling in the appropriate incident form.

If the concerns of the incident are not resolved at the team level, or the incident is of such a nature that FSMH should be advised, the details of the incident are to be forwarded to the level director and this form is to be completed. All personal information will be removed should the document be provided to a third party.

Description of Incident (Narrative)