



# Melville Minor Hockey Association Complaint Submission Form

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**Please note the following:**

Melville Minor Hockey Association (MMHA) cannot guarantee complete confidentiality. The contents of this document may be shared in an effort to resolve the complaint here within. By completing the form, you agree that MMHA may share some or all of this information in the process of resolving the complaint.

Complaints will be addressed according to severity, resources and safety for participants.

All complaints must accompany a completed Complaint Submission Form to MMHA prior to review.

Submissions will need to be addressed to Mr. Wayne Bokor, President of MMHA and can be mailed to Box 234, Melville or dropped off to the rink in a sealed addressed envelope.

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**Please complete the following:**

**Person making the complaint:**  Player  Parent  Volunteer  Official

Name: \_\_\_\_\_ Mailing Address: \_\_\_\_\_

Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

**Person on whose behalf the complaint is made: (to be completed if different from above)**

Name: \_\_\_\_\_ Birth Date: \_\_\_\_\_

**Name of the person(s) against whom you are complaining:**

Name: \_\_\_\_\_ Title / Role: \_\_\_\_\_ Association: \_\_\_\_\_

Name: \_\_\_\_\_ Title / Role: \_\_\_\_\_ Association: \_\_\_\_\_

Name: \_\_\_\_\_ Title / Role: \_\_\_\_\_ Association: \_\_\_\_\_

When did last incident occur (date): \_\_\_\_\_

**Please check the ground(s) that best describes your complaint:**

**Harassment (refer to Appendix A)**

Type of behaviour:  Conduct  Gestures  Comments

Based on:  Race / Religion  Ethnicity  Disability  Colour  Marital Status  
 Pardoned Conviction  Age  Sexual Orientation  Sex  Family Status

**Abuse (refer to Appendix A)**

Type of behaviour:  Physical  Emotional  Sexual  Neglect

**Please note:**

MMHA will not investigate reports of abuse that do not meet the definitions provided. This information will be provided to the appropriate authorities for follow up.

**Bullying (refer to Appendix A)**

Type of behaviour:    Physical    Verbal    Relational    Reactive

**Misconduct (refer to Appendix A)**

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Particulars: Provide a summary of the incidents you are complaining about. Your summary must answer the following questions. Section 6 is to be no longer than 2 pages. You may attach any additional documents as necessary.

1. Date incident(s) happened?
2. Where did the incident(s) happen?
3. Who was involved (name and title/role)
4. What happened?
5. How were you treated differently from others (if at all)?
6. How do the incident(s) relate to the ground(s) you selected?
7. Remedy / Resolutions you are seeking?

*Please start typing or writing below. Use an additional page if you require more space.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **APPENDIX A**

The following are definitions that will be used to determine the grounds on which the complaint is made and the process to address it.

MMHA acknowledges and supports SHA and Hockey Canada's definitions of bullying and harassment and abuse.

### **MISCONDUCT**

Misconduct refers to the behaviour or a pattern of behavior that is found, by a formal (ie: an independent investigation) or informal process (ie: an internal fact finding).

### **BULLYING**

Bullying describes behaviors that are similar to harassment, but occur between children under the age of twelve (12) or behaviors between youth or between adults that are not addressed under the human rights laws. Bullying is intentionally hurting someone in order to insult, humiliate, degrade or exclude him or her. Bullying can be broken down into four categories: physical, verbal, relational (ie: trying to cut off victims from social connection by convincing peers to exclude or reject a certain person), and reactive (ie: engaging in bullying as well as provoking bullies to attack by taunting them).

### **HARASSMENT**

Harassment is offensive behavior - emotional, physical, and or sexual - that involves discrimination against a person because of their race, national or ethnic origin, age, colour, religion, family status, sexual orientation, sex or gender, disability, marital status, or pardoned conviction. Harassment occurs when someone attempts to negatively control, influence or embarrass another person based on a prohibited ground of discrimination.

### **ABUSE**

Child abuse is any form of physical, emotional and/or sexual mistreatment or lack of care which causes physical injury or emotional damage to a child. A common characteristic of all forms of abuse against children and youth is an abuse of power or authority and/or breach of trust.

Abuse is an issue of child protection. Protection refers to provincial, territorial or Aboriginal band-appointed child protection services. A child may be in need of protection from harm if abuse or neglect is suspected. Information about one's legal duty to report and circumstances under which reporting must occur according to child protection legislation is available at [www.hockeycanada.ca](http://www.hockeycanada.ca)

### **EMOTIONAL ABUSE**

Emotional abuse is a chronic attack on a child or youth's self-esteem; it is psychologically destructive behavior by a person in a position of power, authority or trust. It can take the form of name-calling, threatening, ridiculing, berating, intimidating, isolating, hazing or ignoring the child or youth's needs.

### **PHYSICAL ABUSE**

Physical abuse is when a person in a position of power or trust purposefully injures or threatens to injure a child or youth. This may take the form of slapping, hitting, shaking, kicking, pulling hair or ears, throwing, shoving, grabbing, hazing or excessive exercise as a form of punishment.

### **NEGLECT**

A general definition of neglect is the chronic inattention to the basic necessities of life such as clothing, shelter, nutritious diets, education, good hygiene, supervision, medical and dental care, adequate rest, safe environment, moral guidance and discipline, exercise and fresh air. Neglect may apply in a hockey setting where there is chronic inattention in the hockey context (ie: when a player is made to play with injuries).

### **SEXUAL ABUSE**

Sexual abuse is when a child or youth is used by a child or youth with more power or an adult for his or her own sexual stimulation or gratification. There are two categories of sexual abuse - contact and non-contact.