



Code of Conduct Complaint Form

Please note the following:

1. Complaints will be prioritized according to safety for participants, severity of conduct alleged, and resources available.
 2. The complaint resolution process is set out in Chapter 14 of the GVMHA Policy Manual, and is also printed at the end of this document.
 3. Mail (P.O. Box 1894, Vernon BC V1T 8Z7) or drop off completed form addressed to the Conduct Chair of GVMHA, Civic Arena.
 4. GVMHA cannot guarantee complete confidentiality. The contents of this document may be shared, on a limited basis, in an effort to resolve the complaint.
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Please provide as much of the following information as possible:

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

Name:

Mailing Address:

Phone Numbers:

Email Address:

2. *Person on whose behalf the complaint is being made:* (if different from above)

Name:

Birth Date:

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

Name:

Title/Role:

Association/Team:

Name:

Title/Role:

Association/Team:

4. *When and where did the incident occur? (Date, time and place)*



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

Harrasment

(refer to Appendix A for definitions)

Based on:

- Race Ethnicity Colour
 Religion Age Sex
 Other Describe:

Abuse

Type of behaviour:

- Physical Emotional Sexual Neglect

Bullying

Type of behaviour:

- Physical Verbal Relational Reactive

Other Misconduct

(Describe misconduct on following pages)

5. *Particulars:* On the following two pages, please provide a summary of the incident(s) you are complaining about. Use these questions as a guide:
- When did the most recent incident?
 - Where did the incident(s) happen?
 - What happened?
 - Who was involved, or witnessed what happened? (Names and/or Title/Role)
 - How were you (or the person you are submitting this complaint for) treated differently from others, if at all?
 - How do the incidents relate to the grounds you selected above?
 - What remedy or resolution are you seeking?



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Appendix A: Definitions

GVMHA has adopted the categories of complaints used by Hockey Canada and the BC Hockey.

Harassment

Harassment is offensive behaviour – emotional, physical and/or sexual – that involves discrimination against a person because of their race, national or ethnic origin, age, colour, religion, sex or gender, or other ground. 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 or youths is an abuse of power or authority and/or breach of trust.

Bullying

Bullying describes behaviours that are similar to harassment, but occur between children under the age of twelve, or between youths between the ages of thirteen and seventeen, or between that adults, that are not addressed under human rights laws.

Bullying is intentionally hurting someone in order to insult, humiliate, degrade, or exclude him or her. Bullying can be broken into four categories: physical, verbal, relational (i.e. trying to cut off victims from social connection by convincing peers to exclude or reject the victim) and reactional (i.e. engaging in bullying as well as provoking bullies to attack by taunting them).

Other Misconduct

Other misconduct is conduct not addressed by the previous three definitions, and may include any conduct that brings our Association into disrepute.



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Appendix B: Complaint Resolution Process

GVMHA Policy Manual Chapter 14: Code of Conduct

14.1 General

The Association is committed to ensuring that all members conduct themselves in a manner consistent with the mission, values and rules of the Association. The Association will adhere to a “three strike” rule with regard to conduct discipline.

14.2 Code of Conduct

The Code of Conduct for all members of GVMHA, including players, coaches, managers, parents and members of the executive is set out in the applicable Codes of Conduct.

Members who are found to have violated the Code of Conduct applicable to them may be subject to sanctions. Additional sanctions may be applied by a panel appointed by the Executive.

Sanctions imposed may include:

- a. verbal warning
- b. written warning
- c. suspension for a number of games or weeks
- d. expulsion; or
- e. a combination of the above
- f. Performance Bond

14.3 Informal Mediation

Many issues related to conduct are most appropriately dealt with informally, between the parties. The Association can assist by appointing a mediator to facilitate the informal resolution of a complaint. The player or parent is required to wait 24 hours “cool-down time” before contesting a Coach’s decision.



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14.4 Team and Player Discipline

Coaches are responsible for the discipline and deportment of the players on their team. A Coach may sanction a player for violation of team rules. The Coach shall keep a written record of all sanctions issued to players, including dates, times, witness statements and details of events.

When a player is assessed a Gross Misconduct or Match Penalty, the automatic minimum suspensions set out by BC Hockey in the "Suspension Guidelines", will be applied. In addition to the BC Hockey rules, as well as OMAHA rules, the Superleague will impose the following suspensions for penalties assessed for fighting and checking from behind. First offense, one game suspension regardless of time left in game; second offense, two game suspension regardless of time left in game; third offense, five game suspension regardless of time left in game as well as a review by the league coordinators for possible season suspension.

14.5 Formal Complaints – GVMHA makes every effort to ensure that player evaluations are done in an unbiased, fair fashion. GVMHA will not accept any formal complaints regarding the results.

1. The Executive shall appoint a Conduct Committee by July of each season, consisting of two members of the Executive and two non-executive members to oversee the conduct of members of the Association.
2. The Conduct Chair shall determine whether the Formal Complaint process should be initiated.
3. When the conduct of a member of the Association results in a formal complaint, the following procedure applies:
 - a. a formal complaint may be made by any person with knowledge of the incident
 - b. the complaint shall be in writing, addressed to the Conduct Committee, and signed by the person or persons making the complaint
 - c. the complaint will include the names and statements of any witnesses to the conduct complained of

Anyone making a complaint which is found to be clearly unfounded, false, malicious or frivolous may be subject to:

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a. discipline or expulsion.

4. When a formal complaint is received by the Association, the following procedure applies:

a. the Conduct Committee will appoint a Panel, within 7 days of receiving the complaint, consisting of at least one member of the Conduct Committee and at least one member of the Association who is not a member of the current executive. The members of the Panel shall be chosen to ensure they have no interest, personal or otherwise, in the outcome of the decision

b. the Conduct Committee will ensure the Panel knows the case to be met, by providing the Panel, at a minimum of 7 days, with a copy of the written complaint and the names of any witnesses to the conduct complained of.

c. the Panel will set a date for a hearing, which shall be no later than fourteen days after the receipt of the written complaint

d. the member whose conduct is the subject of the complaint will be given an opportunity to present his or her case at the hearing

e. the Panel shall provide a decision in writing to the member and to the Executive no later than seven days after the hearing. If the members of the Panel are unable to agree on their decision, they shall provide separate decisions and the majority decision will have effect

14.6 Review of Decisions

Should the member whose conduct was the subject of the complaint, or the person making the complaint, wish to have the Panel's decision reviewed, the following procedure will be followed:

a. a written request for review shall be delivered to the President of the Association

b. the request for review shall specify the basis on which the Panel's decision is believed to be incorrect

c. the request for review shall be accompanied by a \$100 review fee;



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- d. the President shall place the matter on the agenda of the next regularly scheduled meeting of the Executive
- e. the President may suspend the effect of any sanction imposed by the Panel, pending the review
- f. the original written complaint, the Panel's written decision and the request for review shall be attached to the agenda
- g. the Executive shall provide up to thirty minutes of meeting time for the person who requested the review to present his or her case
- h. the Executive shall give its decision by motion. A simple majority of the Executive members present shall be sufficient
- i. the decision of the Executive shall be final and binding on all parties
- j. if the decision of the executive results in the overturning of the Panel's decision, or in the imposition of a lesser sanction than that imposed by the Panel, the \$100 review fee will be refunded

14.7 Conduct of Members of the Executive

When the conduct of a member of the Executive is subject to a formal complaint that the Conduct Chair has determined shall be initiated, he or she shall step down from the Executive until the complaint is resolved.