



## Athabasca and District Minor Hockey Association (ADMHA)

**APPROVED:** April 28 2025

**POLICY:** Complaint Policy

**PURPOSE:** The purpose of this policy is to provide a clear and consistent process for addressing and resolving complaints related to referees, the governing league, opposing teams, or any other concerns within the Athabasca and District Minor Hockey Association (ADMHA).

**RESPONSIBLE:** ADMHA EXECUTIVE

### 1. Scope

This policy applies to all individuals in Athabasca and District Minor Hockey Association activities, including players, parents, coaches, officials, and volunteers.

### 2. Submission of Complaints

- All complaints must be submitted in writing to the ADMHA President.
- Complaints should detail the specific issue, including relevant dates, individuals involved, and any other pertinent information.

### 3. 24 Hour Rule

- The 24-hour rule applies before any complaints can be submitted. This means that no complaints will be considered within 24 hours following a game, event, or incident to allow for a cooling-off period. This rule is intended to ensure that complaints are submitted in a calm and measured manner.

### 4. Review of Complaints

- Upon receiving a complaint, the ADMHA President will review the submission to assess the situation and determine if it should be escalated.
- The President has the discretion to decide whether the complaint is significant enough to warrant further action.

### 5. Escalation Process

- If the ADMHA President deems the complaint to be serious or requires further investigation, they will take the necessary steps to address the matter through the appropriate channels. This may include, but is not limited to, escalation to the relevant league authorities, disciplinary committees, or other involved parties.
- The President will keep the complainant informed of the steps being taken and the outcomes as applicable, in accordance with confidentiality and privacy guidelines.

## **6. Confidentiality**

- All complaints will be handled with the utmost confidentiality. Only those who need to be involved in the resolution of the issue will be made aware of the details of the complaint.

## **7. Resolution**

- The goal of the ADMHA is to resolve complaints in a fair and timely manner. Every effort will be made to address concerns promptly, with respect to all parties involved.
- If a resolution cannot be reached through the escalation process, further mediation or arbitration may be sought as necessary.

ADMHA is committed to ensuring a positive and respectful environment for all members. This complaint policy and process provide a structured approach for addressing issues and ensuring that all concerns are taken seriously and handled appropriately.