



## Central Alberta Hockey League

# 2015 – 2016 Formal Complaint Process

Over the years we have received many complaints from various Associations, Teams and Participants requesting league involvement to resolve issues. Historically there has been no formal procedure for associations to follow which has resulted in inconsistencies in how we receive complaints, poor details, missing information, etc... To help this process the Executive would like to propose the use of a standardized form for all future complaints coming into the league. Using a standard form will provide consistencies within the process and will allow us to keep standardized records for future reference in the Members folder which is managed by the CAHL Secretary.

### **The CAHL Complaint Process for the 2015 - 2016 season**

All complaints must be submitted using the CAHL Complaint Form to the responsible CAHL Volunteers as identified in the Bylaws, Policies or Game Regulations by the Member's CAHL Director. It is expected that the complaint also has the approval of their LMHA President. No complaint form will be processed without the signature of the CAHL Director or the LMHA Member Association President's Signature.

The complaints process will generally follow:

- Upon receipt of a completed and signed Complaint Form, a detailed review of the complaint will be completed by the responsible Division's CAHL Vice President. A formal request will be made for a rebuttal statement from all parties involved and they will have 3 days to provide that information. The complaint will be entered into the established Complaints Record Spreadsheet for recording of issues, incidents and complaints at this time.
- Then the responsible CAHL Vice President and CAHL President will establish if any violation of the CAHL Bylaws, Policies or Game Regulations has happened. If violations of the CAHL Bylaws, Policies or Game Regulations have been proven or clearly identified, the responsible CAHL Vice President and President may:
  - Complete further investigation including requests for additional information as they feel are required.
  - Assess the specified penalty in whole or part to the parties named in the complaint as per outlined in the Bylaws, Policies or Game Regulations.
  - Assess the specified penalty in whole or part to the party that forwarded the complaint if it is identified they also caused a violation of the CAHL Bylaws, Policies or Game Regulations.
  - Apply another resolution or penalty recommended by the CAHL President and Vice President with the support of the Majority of the CAHL Executive Committee.
- In the event that the CAHL does not directly have a Bylaw, Policy or Game Regulation that directly applies to the situation or it is a fan or facility control issue; the CAHL President may choose to do one or more of the following:
  - Assign the task of resolving the complaint to the LMHA Presidents and CAHL Directors of the Two Member Associations involved, monitored by a CAHL Executive Member, and give them 7 days to submit an agreed upon resolution to this complaint.
  - Direct that the two teams involved not play against each other until the situation is resolved
  - Direct that the two teams not play each other for the remainder of the season including playoffs
  - Direct that any of the two member association teams do not play each other until the situation is resolved.
  - Directly assign League Volunteers or Member Representatives to jointly attend the involved Teams next game together to monitor the two teams for issues. If either Member is not willing to do that then the game(s) are postponed indefinitely until satisfactory resolution of the issues have been completed acceptable to the CAHL Executive Committee.

NOTE: Further actions as identified and approved by the CAHL Executive will apply to repeat offenders or participants who appear to have a pattern of being involved in repeat complaints.

All decisions may be appealed within the current CAHL Policies and Regulations.

Once the final resolution has been achieved, the complaint will be closed. At that time the Records of the event will be forwarded to the CAHL Secretary to store in the Members folder and the records spreadsheet will be updated with the outcome of the complaint.

Print Form

## CENTRAL ALBERTA HOCKEY LEAGUE COMPLAINT FORM



**Please note the following:**

- Always wait the 24 hour cooling off period before beginning the complaint process and follow the League communications process.
- Complaints will only be addressed if they are fully completed, have contact information and are signed by the submitter and their CAHL Director or their Local Minor Hockey Association President.
- The CAHL cannot guarantee complete confidentiality. Portions of the contents of this document may have to be shared in effort to resolve this complaint. By completing the form, you agree that the CAHL may share some or all of this information the process of resolving the complaint.
- Provide the fully completed form to your Associations CAHL Director they will forward it to the Governor of your associated tier the CAHL Lead Governor, the CAHL Governor-in-Chief or the CAHL Vice President of your Division.

**Please complete the following:**

1. **Person making the complaint:**       Team Member     CAHL Director     Game Official     CAHL Volunteer

First Name		Last Name	
Address			
City/Town	Province	Postal Code	
Telephone Number	Cell Phone Number	Email	

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

First Name	Last Name
Telephone Number and email address	

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

First Name	Last Name
Title/Role	Name of Association
First Name	Last Name
Title/Role	Name of Association

4. **Details of the CAHL Members, the game location, the Division, the Tier or the event involved in this complaint?**

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**5. Particulars:** Provide a summary of the incidents you are complaining about. Your summary must answer the following questions. Section 5 is to be no longer than this page. You may attach any additional documents as you feel are necessary. Witness statements would be appreciated if available.

1. Date and Time the incident(s) happened
2. Where did the incident(s) happen?
3. Who was involved (Team information, Name and title/role)?
4. What happened?
5. What remedy or resolution are you seeking?

Date: \_\_\_\_\_ Signature of Complainant \_\_\_\_\_

Signature of Members CAHL Director or LMHA President \_\_\_\_\_