Peace River District Minor Hockey Association (P.R.D.M.H.A)

Complaints Policy

Effective Date: *November1, 2025* | **Next Scheduled Review:** *PRDMHA AGM 2026*

Quick Reference

This policy provides:

• A step-by-step pathway to raise concerns and submit complaints
• Safe Sport-aligned definitions and expectations
• Fair process standards (notice, opportunity to respond, impartial decision-making, and appeal)
• A flow chart and complaint intake template

1. Governance and Application

Governing Body: Peace River District Minor Hockey Association (P.R.D.M.H.A)

Member Associations:

- Fort St. John Minor Hockey Association
  - Prespatou (Pending, currently operating under FSJMHA)
- Fort Nelson Minor Hockey Association
- Tumbler Ridge Minor Hockey Association
- Dawson Creek Minor Hockey Association
- Chetwynd Minor Hockey Association
- Clearview Minor Hockey Association
- Hudson's Hope Minor Hockey Association
- Taylor Minor Hockey Association
- Northeast BC Predators Female Hockey

This policy applies to all participants within P.R.D.M.H.A and its Member Associations: players, parents/guardians, coaches/team officials, on-ice officials, volunteers, spectators, board members, and staff. It applies to conduct occurring on and off the ice, including travel and online activity connected to hockey.

2. Purpose

P.R.D.M.H.A is committed to a hockey environment that is safe, inclusive, and respectful. This policy establishes a consistent process to address concerns, complaints, and alleged misconduct in a manner aligned with BC Hockey Safe Sport principles and BC Hockey conduct and discipline expectations.

3. Safe Sport Definitions (BC Hockey-aligned)

For the purpose of this policy, the following terms are used in a Safe Sport context consistent with BC Hockey's Safe Sport policies:

- Maltreatment: behaviours that are unacceptable and harmful, including abuse, harassment, and other conduct that undermines dignity, safety, and well-being.
- Harassment: a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome.
- Bullying: repeated behaviour intended to intimidate, degrade, humiliate, or isolate, including online bullying.
- Discrimination: differential treatment or adverse impact based on protected characteristics (e.g., race, sex, gender identity, disability, religion).

Note: Not all conflicts are Safe Sport matters; selection decisions, playing time, and coaching strategy concerns are generally addressed through team/association processes unless they include harassment, bullying, discrimination, or other misconduct.

4. Guiding Principles

P.R.D.M.H.A will manage complaints using the following principles:

- Safety: prioritize participant well-being, especially for youth and vulnerable participants.
- Fairness (Procedural Fairness): timely notice, opportunity to respond, impartial decision-making, and reasoned outcomes.
- Respect and Inclusion: foster integrity, sportsmanship, and equitable treatment.
- Confidentiality: information is shared only on a need-to-know basis, recognizing complete confidentiality cannot be guaranteed.
- No Retaliation: retaliation for good-faith reporting is prohibited and may result in discipline.

5. Immediate Safety and Duty to Report

If there is an immediate risk of harm, call 9-1-1. Where a matter may involve a child in need of protection or there may be criminal conduct, reporting to the appropriate authorities may be required and may occur alongside this policy process. BC Hockey's public Safe Sport resources include support options such as Kids Help Phone and the Canadian Sport Helpline.

6. Reporting and Resolution Pathways

6.1 Informal Resolution (Where Appropriate)

Many minor concerns can be resolved early through respectful communication. Informal resolution is not appropriate where there are safety concerns, alleged maltreatment, threats, or power imbalance.

1. Step 1: Direct conversation with the person involved (when safe and reasonable).
2. Step 2: Team-level support (Head Coach/Team Manager) and/or Parent Liaison.
3. Step 3: Member Association support (President/Complaints Director).

6.2 Formal Complaint (Required for Serious or Unresolved Matters)

A formal complaint must be submitted in writing for serious matters or when informal efforts have not resolved the issue. Formal complaints are not anonymous so that the respondent can understand the allegations and respond.

Minimum information required:

- Complainant name and contact information
- Respondent name(s) and role(s)
- Dates/times/locations and a detailed description of events
- Names of witnesses (if any)
- Any supporting evidence (emails, screenshots, game sheet references, etc.)
- Requested outcome or resolution (if any)

Submission: Submit to the Member Home Association Complaints Director/President. If the complaint involves district events, or a conflict of interest, submit directly to the P.R.D.M.H.A Vice President.

7. Complaint Handling Process

7.1 Intake and Acknowledgement

The receiving body (Member Association or P.R.D.M.H.A) will acknowledge receipt within 7 calendar days and confirm the next steps.

7.2 Screening and Jurisdiction

The receiving body will determine:

- Whether the matter is within team, Member Association, District, or BC Hockey jurisdiction
- Whether the issue is primarily conduct/discipline, Safe Sport, or operational (e.g., administrative)
- Whether interim measures are required for safety

7.3 Investigation (Fact-Finding)

Where required, an impartial investigator or committee will:

- Provide the respondent with sufficient detail of the complaint and an opportunity to respond
- Interview relevant parties and witnesses
- Collect and review relevant documents (e.g., emails, HCR records, game reports, screenshots, video)
- Maintain written notes and an investigation file

7.4 Interim Measures

To protect participants and preserve the integrity of the process, temporary measures may be implemented, such as modified participation, supervision requirements, or temporary suspension, without prejudging the outcome.

7.5 Decision and Corrective Action

A written decision will be issued that includes: findings, relevant policies considered, and any corrective or disciplinary action.

Possible outcomes may include:

- No breach found / no further action
- Verbal or written warning
- Education/training (e.g., Respect in Sport refreshers)
- Behavioural agreement or conditions of participation
- Suspension or removal
- Referral to BC Hockey where required by jurisdiction or severity

8. Roles and Responsibilities

8.1 Member Association

The President (or equivalent role) supports respectful early resolution, helps families navigate pathways, and documents informal steps taken.

8.2 Vice President (District)

The Vice President manages intake, screening, assignment of investigators/committee members, communication of outcomes, and record-keeping.

9. Confidentiality, Privacy, and Records

Information is shared only with those who need it to address the complaint. Complete confidentiality cannot be guaranteed where disclosure is required for procedural fairness or

legal obligations. Records will be stored securely by the responsible body in accordance with applicable privacy requirements and BC Hockey policy expectations.

10. Protection from Retaliation

Retaliation or reprisals against any person who raises a concern or participates in a complaint process in good faith is prohibited and may result in discipline.

11. Appeals

Where an appeal right exists under Member Association or BC Hockey regulations, a party may appeal a decision in accordance with those procedures. Appeals must be in writing, state the grounds, and be submitted within the applicable timelines.

Appendix A – Complaints Pathway Flow Chart

1) Concern Identified

2) Is it minor and safe to resolve informally?
- YES → Direct Conversation → Team Support → Member Association Support
- NO / Not Resolved → Association President submits Formal Written Complaint

    2b) If complaint is in regards to home Association Board members or conduct of, submit written complaint directly to District Vice President

3) Complaint Intake → District Vice President

4) Acknowledgement (within 7 days) + Screening/Jurisdiction

5) Investigation + Interim Measures (if needed)

6) Decision/Outcome → (If applicable) → Appeal per regulations

Appendix B – Complaint Intake Template (Minimum Fields)

Complainant Information

Name:

Phone:

Email:

Role (parent/player/coach/official/volunteer):

Respondent Information

Name:

Role:

Member Association:

Team (if applicable):

Incident Details

Date(s)/Time(s):

Location/Event:

Description (attach additional pages if needed):

Witnesses (names/contact if known):

Evidence attached (emails/screenshots/etc.):

Requested Resolution/Outcome (optional):

Acknowledgement: I understand the information in this complaint may be shared as required to address the complaint and to ensure procedural fairness.