



## Officiating Complaint Protocol

### STEP 1:

The first step is a 24 hour cooling off period must be observed subsequent to the lodging of a complaint. This is to allow time for the heat of the moment and the excitement of the game situation to subside. It also gives the person logging the complaint the proper time to reflect on the matter and decide if it is necessary to take the next step.

### STEP 2:

If further action is deemed necessary then a written complaint is to be sent to the Division Director, with a copy sent to the President of OMHA and the Director of Game & Conduct, outlining the exact details of the situation. It would be helpful to retain a statement of at least one witness to the incident. The letter of complaint must also have the official(s) name, the date and time of the game, the location of the game and the level of hockey. Both the complainant and the witness needs to sign and the letter, as well as ensure that contact information is provided.

### STEP 3:

When this is complete, and has been reviewed if warranted it will be forwarded on to the ORA (Okotoks Referee's Association) and an official complaint will be filed on your behalf. If of the opinion that there is no need for an official complaint you will be notified as to the reasoning.

### STEP 4:

In the event of a formal Complaint being submitted on your behalf, the OMHA board will request written resolution from the ORA within 2 weeks of submission date. This will allow time for the ORA to investigate and prepare a response. If for any reason the official(s) or the complainant should not be satisfied with the outcome, they can bring it before the ORA or the OMHA Board at our monthly meetings.