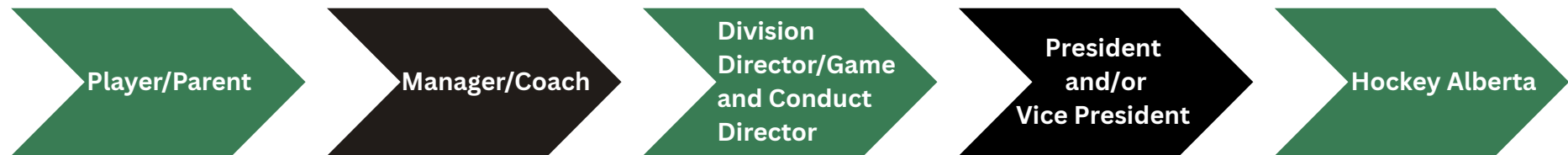


OOAA Communication Protocol

Prior to reporting or filing a complaint the 24 hour rule must be exercised. This is strictly enforced.



Communication Flow Chart

Step 1 - Parent/Player wait 24 hours to report complaint.

Step 2 - Submit a written complaint to the Team manager/Coach.

Step 3 - Team Manager/Coach report to Division Director/Game and Conduct Director.

Step 4 - Division Director/Game and Conduct Director report to OOAA President and/or Vice President.

Step 5 - OOAA President and/or Vice President report to Hockey Alberta.