



Code of Conduct Complaint Form

Please note the following:

1. Complaints will be prioritized according to safety for participants, severity of conduct alleged, and resources available.
 2. The complaint resolution process is set out in Chapter 14 of the GVMHA Policy Manual, available at www.vernonminorhockey.com.
 3. Email or drop off completed form to GVMHA office - 2nd Vice President at secondvp@shaw.ca
 4. GVMHA cannot guarantee complete confidentiality. The contents of this document may be shared, on a limited basis, in an effort to resolve the complaint.
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Please provide as much of the following information as possible:

1. *Person making the complaint:* Player Parent Volunteer Official

Name:

Mailing Address:

Phone Numbers:

Email Address:

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

Name:

Birth Date:

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

Name:

Title/Role:

Association/Team:

Name:

Title/Role:

Association/Team:

4. *When and where did the incident occur? (Date, time and place)*



Greater Vernon Minor Hockey Association
Code of Conduct Complaint Form

Please check the ground(s) that best describes your complaint:

Harrassment

(refer to Appendix A for definitions)

Based on:

Race Ethnicity Colour

Religion Age Sex

Other Describe:

Abuse

Type of behaviour:

Physical Emotional Sexual Neglect

Bullying

Type of behaviour:

Physical Verbal Relational Reactive

Other Misconduct

(Describe misconduct on following pages)

5. *Particulars:* On the following two pages, please provide a summary of the incident(s) you are complaining about. Use these questions as a guide:
- When did the most recent incident?
 - Where did the incident(s) happen?
 - What happened?
 - Who was involved, or witnessed what happened? (Names and/or Title/Role)
 - How were you (or the person you are submitting this complaint for) treated differently from others, if at all?
 - How do the incidents relate to the grounds you selected above?
 - What remedy or resolution are you seeking?



Appendix A: Definitions

GVMHA has adopted the categories of complaints used by Hockey Canada and the BCAHA.

Harassment

Harassment is offensive behaviour – emotional, physical and/or sexual – that involves discrimination against a person because of their race, national or ethnic origin, age, colour, religion, sex or gender, or other ground. Harassment occurs when someone attempts to negatively control, influence or embarrass another person based on a prohibited ground of discrimination.

Abuse

Child abuse is any form of physical, emotional and/or sexual mistreatment or lack of care which causes physical injury or emotional damage to a child. A common characteristic of all forms of abuse against children or youths is an abuse of power or authority and/or breach of trust.

Bullying

Bullying describes behaviours that are similar to harassment, but occur between children under the age of twelve, or between youths between the ages of thirteen and seventeen, or between that adults, that are not addressed under human rights laws.

Bullying is intentionally hurting someone in order to insult, humiliate, degrade, or exclude him or her. Bullying can be broken into four categories: physical, verbal, relational (i.e. trying to cut off victims from social connection by convincing peers to exclude or reject the victim) and reactional (i.e. engaging in bullying as well as provoking bullies to attack by taunting them).

Other Misconduct

Other misconduct is conduct not addressed by the previous three definitions, and may include any conduct that brings our Association into disrepute.



Greater Vernon Minor Hockey Association Code of Conduct Complaint Form

Appendix B: Complaint Resolution Process

14. CODE OF CONDUCT

14.1 General

The Association is committed to ensuring that all members conduct themselves in a manner consistent with the mission, values and rules of the Association. The Association will adhere to a “three strike” rule with regards to conduct discipline.

14.2 Code of Conduct

The Code of Conduct for all members of GVMHA, including players, coaches, managers, parents and members of the executive is set out in the applicable Codes of Conduct.

Members who are found to have violated the Code of Conduct applicable to them may be subject to sanctions. Additional sanctions may be applied by a panel appointed by the Executive.

Sanctions imposed may include:

- a. verbal warning
- b. written warning
- c. suspension for a number of games or weeks
- d. expulsion
- e. Performance Bond; or
- f. a combination of the above

14.3 Informal Mediation

Many issues related to conduct are most appropriately dealt with informally, between the parties.

The Association can assist by appointing a mediator to facilitate the informal resolution of a complaint. The player or parent is required to wait 24 hours “cool-down time” before contesting a Coach’s decision.

14.4 Team and Player Discipline

Coaches are responsible for the discipline and deportment of the players on their team. A Coach may sanction a player for violation of team rules. The Coach shall keep a written record of all sanctions issued to players, including dates, times, witness statements and details of events.

When a player is assessed a Gross Misconduct or Match Penalty, the automatic minimum suspensions set out by BC Hockey in the “Suspension Guidelines”, will be applied. In addition to the BC Hockey rules, as well as OMAHA rules, the Superleague will impose the following suspensions for penalties assessed for fighting and checking from behind. First offense, one game suspension regardless of time left in game; second offense, two game suspension regardless of time left in game; third offense, five game suspension regardless of time left in game as well as a review by the league coordinators for possible season suspension.

14.5 Disciplinary Board

The GVMHA Board reserves the right in accordance with BC Hockey Policies, to discipline any member, parent, player, guardian, relative, official, coach or any volunteer with the GVMHA for breaching any Bylaws, Regulations, Policies or Playing Rules of the GVMHA, OMAHA, BC Hockey or of Hockey Canada.

Upon learning of any breach (formal or un-formal) of any Bylaws, Regulations, Policies or Playing Rules of the GVMHA, OMAHA, BC Hockey or of Hockey Canada, the President of GVMHA shall request the Second Vice President or his or her substitute to review and investigate the breach.

The Second VP will report back to the President of GVMHA within five business days of being notified with findings and recommendations. If the breach is found to be valid, the President of GVMHA may elect to impose the following sanctions:



Greater Vernon Minor Hockey Association Code of Conduct Complaint Form

- a. Verbal warning.
- b. Written warning.
- c. Suspension for any number of games or weeks to a maximum of 30 days.

An executive vote must take place prior to implementing any of the below sanctions:

- d. Expulsion
- e. Performance Bond
- f. Any other sanction deemed appropriate or
- g. A combination of the above.

The President of GVMHA may also choose:

- 1) Informal Mediation.

Many issues related to conduct are most appropriately dealt with informally, between the parties involved. The GVMHA can assist by appointing a mediator to facilitate the informal resolution of a complaint. The player or parent is required to wait 24 hours "cool down time".

- 2) Appoint a Disciplinary Board Hearing.

At the discretion of the President of the GVMHA, the President may appoint a three (3) person disciplinary board. The board will consist of persons chosen that have no interest, personal or otherwise in the outcome the decision. The Disciplinary Board will consist of one other Director of the Association, and two (2) non-executive members of the Association or one (1) non-executive of the Association and one (1) non-member of the Association.

The President and the Second VP will present all information concerning the breach in question to the Disciplinary Board including any written material from the person or members acting on behalf of the person/minor who's conduct has come into question. Written material may include but not limited to: social media, emails, texts, Team Snap posts etc. relating to the breach. The Disciplinary Board may then elect to impose the following sanctions:

- a. Verbal warning.
- b. Written warning.
- c. Suspension for a specified number of games or weeks.
- d. Expulsion
- e. Performance Bond
- f. Any other sanction deemed appropriate or
- g. A combination of the above

Appeals

Appeals will be handled consistent with section 14.6 of the GVMHA Policy Manual

14.6 Formal Complaints

1. GVMHA makes every effort to ensure that player evaluations are done in an unbiased, fair fashion. GVMHA will not accept any formal complaints regarding the results.
2. A determination of the Conduct Committee as to the suspension of a player or member shall be deemed to be the determination of all the Directors.
3. When the conduct of a member of the Association results in a formal complaint, the following procedure applies:
 - a. a formal complaint may be made by any person with knowledge of the incident using the GVMHA formal complaint form.



Greater Vernon Minor Hockey Association Code of Conduct Complaint Form

b. the complaint shall be in writing, addressed to the Conduct Chair, and signed by the person or persons making the complaint

c. the complaint will include the names and statements of any witnesses to the conduct complained of

Anyone making a complaint which is found to be clearly unfounded, false, malicious or frivolous may be subject to discipline or expulsion.

4. Upon receipt of a formal complaint, The Second Vice President or his or her substitute (Conduct Committee Chair) shall review the complaint within two (2) days to determine if the complaint is valid. A valid complaint is a breach of:

- i. the GVMHA Policy Manual and/or,
- ii. the GVMHA Bylaws and Constitutions and/or,
- iii. the GVMHA Codes of Conduct.

After reviewing the formal complaint the Conduct Committee Chair shall, immediately or as soon as practicable, present either verbally or in writing to the President of GVMHA or his or her substitute, a recommendation on whether the complaint is VALID. The President of the GVMHA Board shall within one (1) day then consider the recommendation from the Conduct Committee Chair and determine if the formal complaint is valid and if valid then direct the Conduct Chair to assemble the Conduct Committee to determine whether a formal process should be initiated as per Part 8, section 8.3 of the GVMHA Bylaws.

5. When a formal complaint is received by the Association, the following procedure applies:

a. Upon determining there is a valid complaint, the Conduct Chair will appoint a Conduct Committee, within 10 days. The members of the Committee shall be chosen to ensure they have no interest, personal or otherwise, in the outcome of the decision. The Conduct Committee will be chaired by the Second VP or his or her appointee (Conduct Chair) and one other Director of the Association, and two (2) non-executive members of the Association or one (1) non-executive of the Association and one (1) non-member of the Association. The Conduct Committee will then determine whether to initiate the formal complaint process.

b. The Conduct Chair will ensure the Conduct Committee and the person or persons subject to the formal complaint, know the details of the formal complaint by providing them with a copy of all documents including: the written complaint, the names and any written statements and any other documents, notes, emails, texts, photographs, videos or other forms of written, oral or video communications that are obtained by the Conduct Committee and associated to the formal complaint. The Conduct Chair will also ensure that all parties are provided with access to all related Bylaws, Policies, Codes of Conduct and Rules from the GVMHA. All documents mentioned within sec. 14.5(5b) of the GVMHA policy manual must be provided within 10 days upon receiving approval to proceed with a formal complaint.

c. The Conduct Chair will set a date for a hearing, which shall be no later than fourteen days after the Conduct Chair receives the written formal complaint.

d. At the formal hearing the Conduct Chair:

- i. Should ensure the formal hearing is conducted fairly and without prejudice.
- ii. Should ensure all parties have all available documents and information related to the formal complaint.
- iii. Can instruct members of the Conduct Committee on procedural and/or policy matters.
- iv. Will oversee any questions the Conduct Committee may have for the complainant, the subject of the complaint and any witnesses.



Greater Vernon Minor Hockey Association Code of Conduct Complaint Form

- v. Can instruct the Conduct Committee, prior to determining any punishment or corrective measure given to the subject of the complaint.
- vi. Will only vote if the Conduct Committee is split in its decision, thus there is a requirement to break a deadlock.

e. the member whose conduct is the subject of the complaint, and the complainant, will be given an opportunity to present his or her case at the hearing.

f. the Conduct Committee shall provide a decision in writing to the member and to the Executive no later than ten days after the hearing. If the decision is unanimous the Conduct Chair or an appointee from the Conduct Committee will provide the written decision. If the decision is determined by majority then one member from the majority will provide a written explanation of their reasons. One member from the dissenting minority will also provide a written explanation for their reasons.

14.7 Appeals

Should the member whose conduct was the subject of the complaint, or the person making the complaint, wish to have the Conduct Committee's decision reviewed, the following procedure will be followed as outlined in Part 8 of the GVMHA Bylaws and Constitution:

a. a written request for review shall be delivered to the 1st Vice President of the Association (Appeals Chair) within seven (7) days of receiving the written decision from the Conduct Committee.

b. the request for review shall specify the basis on which the Committee's decision is believed to be incorrect

c. the request for review shall be accompanied by a \$100 review fee;

d. The Appeals Committee shall consist of two (2) Directors and two (2) non-executive members or one (1) non-member of the Association to be appointed by the Directors of the Association on such terms as the Directors see fit.

d. if the decision of the appeals committee results in the overturning of the Committee's decision, or in the imposition of a lesser sanction than that imposed by the Committee, the \$100 review fee will be refunded