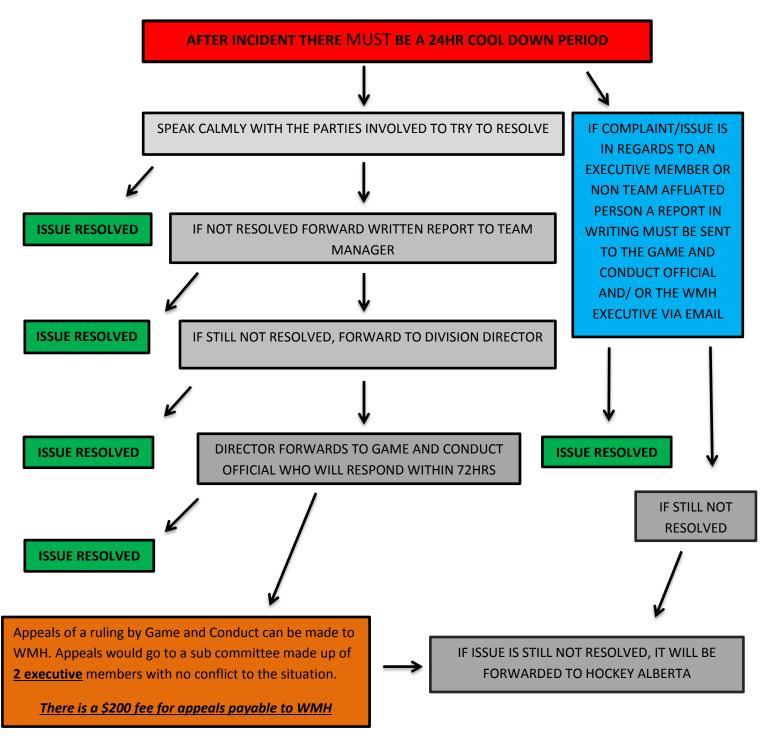


INCIDENT/COMPLAINT/APPEAL FLOW CHART POLICY



IF ANY OF THE ABOVE STEPS ARE NOT FOLLOWED MINOR HOCKEY RESERVES THE RIGHT TO SUSPEND PARTIES FOR NON COMPLIANCE