

## Formal Process for Dealing with Parent/Family/Player Complaints

The purpose of the West London Minor Hockey Association (WLMHA) is to organize, develop, and promote minor hockey for the youth of West London. WLMHA will strive to provide quality leadership at all levels, and to develop the understanding of teamwork and sportsmanship in an atmosphere of fun and positive reinforcement for all players and volunteers. However, in a large association issues do arise from time to time. This process is meant to equitably address those issues in order to ensure a fair, open and fun environment for players, their families and our volunteers.

### Points of Note:

- WLMHA will always attempt to have an issue resolved within the team. Using the form to escalate an issue to the Board for resolution should be viewed as a last resort or only if the severity of the situation warrants it
- A delegate to deal with an issue may take place in the circumstance where a conflict exists.
- Members of the coaching staff should not be approached with a complaint less than 24 hours after an incident. Coaches are entirely within their right to reject hearing a complaint within that time frame. The Parent Rep is the sole person that may contact the coach within the 24 hour period if they determine it is necessary.
- All BB/ MD teams are required to have a Parent Rep. Parent Reps are to be fairly selected at the season opening.
- With few if any exceptions, complaints that have not been actioned by the Parent Rep and, where required, discussed with the coach will be referred back to the team without further action by the Board. If there is an issue with the manner in which the Parent Rep handled a complaint then the person is encouraged to contact the League Director/VP. However, if the Parent Rep took all reasonable steps to address the complaint and it's found that further action was unwarranted then WLMHA will not likely intervene.
- WLMHA will, at all times, comply with requests from legal authorities to provide any and all information gathered under this process. If the incident involves a potential criminal code violation then the police should be contacted immediately.
- The vast majority of the individuals that make WLMHA a success are volunteers that selflessly give up their time to support others. There is NO justification at any point for acting belligerently toward those individuals regardless of the circumstance. Incidents of inappropriate behaviour or beratement, including on social media, toward the volunteers will be dealt with accordingly.

## Process:

This process is designed to formalize the steps that all parties are required to take when dealing with an issue. To ensure consistency and fairness, deviations from this process will not be accepted.

A Parent/Player that wishes to log a complaint about a coach or other person should observe the following:

- The person with the complaint should clearly document the specific details surrounding the issue including dates, names, location, bystanders, and actions.
- The complainant is expected to first raise the issue with the established Parent Rep for the team (in the case of Rep teams) or the Director (in the case of House League/Select).
- All parties should wait 24 hours after the incident takes place but, if they feel strongly, they are permitted to contact the Parent Rep / Director at any time. The Parent Rep / Director will use their discretion in terms of how to proceed.
- If the final resolution at the team level is not satisfactory to any of the parties involved, that party may formally appeal to the Board of Directors. Completion of the incident form is required.
- In the extreme event whereby a very serious problem directly or immediately threatens the ongoing safety of a player or the continued viability of the Association then the President of WLMHA will be notified and he/she has the unilateral authority to take immediate action to nullify that threat regardless of this process.
- All concerns brought forward will be managed in an appropriate manner and in conjunction with Alliance hockey's policies and procedures.