



Policy: D03
Adopted: January 12, 2006
Last Amended: July 8, 2009

MEMBER COMPLAINT PROCEDURES

This policy is in attempt to clarify procedures in accordance with Discipline and Appeals Sections of the NDMHA Constitution and By-Laws.

DEFINITIONS

“Complainant” refers to the person who Is making the complaint.

“Respondent” refers to the person against whom a complaint is made.

Inappropriate Behavior – behavior including but not limited to inappropriate conduct, harassment/bullying, or breach of North Delta Hockey policies.

Inappropriate Conduct – defined by Hockey Canada

Harassment/Bullying – as defined by Hockey Canada

APPLICATION

This policy applies to all North Delta Minor Hockey Association directors, officers, employees, volunteers and members. It applies to behavior including but not limited to inappropriate conduct, harassment/bullying, or breach of North Delta Hockey policies that may occur during the course of all North Delta Minor Hockey business, activities and events including those covered under the Hockey Canada Code of Conduct.

MINOR INSTANCES OF INAPPROPRIATE BEHAVIOR

This policy does not prevent an appropriate person having authority from taking immediate, informal, corrective disciplinary action in response to behavior that, in their view, constitutes a minor incident of inappropriate behavior.

REPORTING INAPPROPRIATE BEHAVIOR

A person who experiences inappropriate behavior is encouraged to make it known to the alleged that the behavior is unwelcome, offensive and contrary to the policies of North Delta Minor Hockey.

If confronting the alleged individual is not possible, or if after confronting the individual or the behavior continues, the Complainant should request an informal meeting with the North Delta Risk Manager.

Once contacted by a Complainant, the role of the Risk Manager is to serve in a neutral, unbiased capacity in receiving the complaint and, where appropriate assisting the parties to an informal resolution. If the Risk Manager considers that he or she is unable to act in this capacity the Complainant will be referred to another suitable North Delta Hockey Executive member. (President, 1st Vice President, 2nd Vice president).

Where a third party person believes that a director, officer, employee, volunteer or member of North Delta Minor Hockey has experienced, is experiencing or is exhibiting inappropriate behavior and reports this belief to the Risk Manager, the Risk Manager will meet with the individual and proceed in accordance with the Complaint procedures.



Complainants are encouraged to use the Incident Report form.

COMPLAINT PROCEDURE

There are four possible outcomes from a meeting with the Risk Manager:

- a) It may be determined by the Risk Manager that the conduct does not constitute inappropriate behavior as defined by Hockey Canada's Code of Conduct or harassment/Bullying Policies or a breach of North Delta Hockey's policies. In which case the matter will be closed;
- b) The Complainant may decide to pursue an informal resolution of the complaint, in which case the Risk Manager will assist the two parties to negotiate or mediate an acceptable resolution of the complaint; or
- c) The Complainant may decide to file a formal written complaint, in which case the Risk Manager will receive the written complaint and in conjunction with the appropriate North Delta Board member investigate the complaint.
- d) Where the Risk Manager believes there is sufficient evidence to warrant making a formal complaint but the Complainant does not wish to do so, the Risk Manager may proceed in accordance with the investigation procedure in conjunction with North Delta Board member.

INVESTIGATION PROCEDURE

The Investigators will carry out the investigation in a timely manner. The investigation should include statements of individuals involved. At the conclusion of the investigation, the investigators will submit a written report to the President, or designate, which will include a recommendation that:

- a) No further action is taken because the complaint is unfounded or the conduct has failed to be determined as behavior which falls within Hockey Canada's Code of Conduct, Hockey Canada's definition of harassment or bullying or North Delta Minor Hockey's Constitution, By-laws or Policies.

OR

- b) The complaint has merit and should proceed to a hearing.

Upon receiving the investigators report whereby a hearing is recommended, the President will proceed accordingly. Normally, the president will immediately forward the recommendations to the Discipline Committee. The recommendations forwarded to the committee will include a copy of all relevant documentation, statements and information obtained during the investigation phase. In the case of a pro-tem suspension issued by the President the recommendations will be forwarded directly to the appeals committee.