Arnprior Minor Hockey Association
P.O. Box 372, Arnprior, ON
K7S 3L9

AMHA Complaint Policy

If there are any issue(s) with any AMHA Volunteer including managers, trainers, board members, assistant coaches or coaches the AMHA policy and procedure to follow is:

1. Do not approach anyone until after you have waited the mandatory 24 hours period. This allows the situation to diffuse before you approach anyone in an aggressive way.

2. a) After, the 24-hour mandatory period, communicate your concerns with your Team Manager. The Team Manager should take your concerns to the volunteer that the complaint is against.

   b) If this is a complaint against the Manager, please address with another member of the team's bench staff and they will address your concern.

3. The Team Manager or bench staff will obtain from the AMHA volunteer in question the actions that the volunteer is willing to take to address the concerns raised. The Manager or bench staff will then relay these action(s) back to the complainant. The Manager or bench staff will make every attempt to keep the complainant name(s) anonymous.

4. a) If you feel that the issue(s) have not been resolved, the next step is to contact the appropriate league convener via email (email addresses can be found on the AMHA website). NO VERBAL COMPLAINTS WILL BE ACCEPTED. ALL COMPLAINTS MUST BE IN WRITTEN FORM.

   Addressing the Board:
   The appropriate AMHA convener must be addressed in writing. In the correspondence to the board, the AMHA convener, must be informed of the exact nature of the complaint and against which AMHA volunteer and the exact reason for the complaint.

5. As required, the AMHA convener will interview/observe the parties involved. The convener will also inform the board of the official complaint and let them know the steps being taken to either investigate or resolve the issue.

6. After a meeting or investigation has taken place the AMHA convener will take their findings to the AMHA board and report their recommendations and/or actions to be taken.

Internal Use - Confidential

Please note that a complaint should only be brought forward to the District and or Provincial Association if internal intervention did not work. You must first follow the Home Association policy and procedure.

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