



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

AMHA Complaint Policy

The Arnprior Minor Hockey Association's (AMHA) Complaint Policy is intended to address issues, concerns, and complaints in relation to its programs, policies, operations, activities, and members. It is to be read in conjunction with the AMHA's Code of Conduct as well as all Hockey Canada and HEO Codes of Conducts and policies outlining various expectations and requirements.

Individuals who experience any issues with AMHA members or volunteers (including managers, trainers, coaches, or Executive members), should follow the process outlined in this policy. This also includes complaints being lodged by individuals outside of the Association.

Complaint Process

- Always wait for the mandatory 24-hour cool-off period to pass before communicating concerns, issues or making a complaint. Never approach a player or child directly.
- Ensure to consult any applicable AMHA or HEO policies before making a complaint to ensure proper understanding of requirements, etc., in relation to the issue at hand (where applicable).
- Always try to resolve issues and concerns through meaningful discussions as a first step – often complaints arise because of misunderstandings or lack of communication. Be respectful and keep an open mind.
- Follow and respect the appropriate channels and avenues associated to the complaint process:
 - Raise any concerns or complaints with your child's bench staff members. For complaints involving another team, your child's team's bench staff members will engage other team's bench staff accordingly.
 - If bench staff members are unable to resolve a concern or complaint, they are to engage their respective convenor to escalate the matter (see below for further details on convenors).
 - If your complaint deals with a bench staff member on your child's team, send your complaint to the appropriate convenor (see below for further details on convenors).
- All complaints are to be sent **in writing**. No verbal complaints will be accepted.
- Efforts should always be made to resolve complaints at the lowest level, but it is recognized that in certain circumstances this may not be possible.
- In some cases, and depending on the nature of the complaint, or where a complaint cannot be resolved, the responsible convenor may refer the complaint to the Risk and Safety Director for action.

- The Risk & Safety Director will review the complaint, may speak with implicated parties to ascertain the full facts (if needed), and will share their findings with the President and Vice President, or another Executive member when necessary. Together, Executive members will decide on next steps, if any.
- A response will be provided to the complainant (and all implicated parties) in writing.
- If the complainant is dissatisfied with the results of a complaint or investigation, they may escalate their complaint to the UOVMHL/District 5 Chair. There may be fees associated with doing so.
- Some complaints may in fact be referred by the AMHA Executive to an implicated minor hockey association, to the UOVMHL/District 5 Chair, or to HEO directly, for more egregious matters.
- It is also important to note that depending on the nature and severity of a complaint and/or allegations, **local law enforcement may be contacted.**
- **Anonymous complaints will not be entertained.**

AMHA takes its members' personal information and privacy seriously and will take all reasonable steps to protect such information. However, in order to ensure procedural fairness during the complaint process certain information will need to be conveyed to an implicated party(ies) to allow them proper opportunity to respond and/or for further investigation to unfold (where needed). In addition, the AMHA reserves the right to retain certain information relating to a complaint in the event it is further challenged and/or in order to monitor any unresolved issues and/or perpetuated misconduct.

Hockey Canada's Independent Third-Party Process (ITP)

Hockey Canada, HEO and the AMHA takes the safety and welfare of its members very seriously. The ITP receives all hockey-related complaints in regard to maltreatment, sexual violence, harassment, abuse or discrimination committed by someone affiliated with Hockey Canada. To lodge such a complaint you may use the Plaintes Sport Complaints (PSC) link found within the Safe Sport tab that is located on the top left-hand corner of AMHA's website.

To learn more about the process, you may visit HC's website that explains the [ITP process](#).

Any questions relating to this policy and process can be sent to:
<mailto:riskmanagement@arnpriorminorhockey.ca>.

Convenor and Risk & Safety Director Contact Information

U7-U9 Convenor -- U7.U9@arnpriorminorhockey.ca

U11-13 House - Junior House League Convenor -- juniorhl@arnpriorminorhockey.ca

U15-18 House – Senior House League Convenor -- seniorhl@arnpriorminorhockey.ca

U11-U18 Rep – Competitive Rep Convenor -- vicepresident@arnpriorminorhockey.ca

Risk & Safety Management Director -- riskmanagement@arnpriorminorhockey.ca