



APMHA Complaint Policy

The Almonte Pakenham Minor Hockey Association's (APMHA) 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 APMHA 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.

APMHA 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 APMHA 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 with the 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.



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- 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 Director Risk and Discipline for action.
- The Director of Risk Discipline 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 Director of House, or another Executive member when necessary. Together, the Executive members will decide on the 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 APMHA Executive to an implicated minor hockey association, to LCMHL or the District 4 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.