



Casselman Minor Hockey Association - Complaint Process

The following process is used to initiate, communicate, and manage all formal complaints within the Casselman Minor Hockey Association (CMHA).

It is expected that all teams will appoint a parent rep at the beginning of each season. Parent reps will attempt to manage all team-specific complaints at the team level by meeting with the complainant and then engaging in the appropriate discussions with the team officials. Parent reps can obtain guidance from the CMHA Executive. The CMHA Executive expects that most complaints will be dealt with, at least initially, at this level. Excluded from this would be grave safety issues or complaints regarding situations where children are placed at risk. These issues should be raised to the CMHA Executive as soon as possible.

1. It is strongly recommended that complainants allow themselves a 24 hour (cool-down) period prior to submitting their complaint.
2. There are no shortcuts. All complaints are to be received, in writing, and submitted in accordance with this process. Complaints not in writing will not be processed.
3. The CMHA has established a Risk, Safety, & Disciplinary (RSD) Sub-Committee by which all complaints are processed and heard.
4. The RSD Committee (through the CMHA Executive) reserves the right to enforce sanctions, impose corrective measures, and apply disciplinary actions to any CMHA member or other association members, following a thorough review of the alleged incident.
5. All correspondence is provided to the complainant in writing.
6. A permanent record of all confirmed incidents and resulting actions will be kept on file by the CMHA.
7. The CMHA will treat all correspondence with due-diligence and ensure the privacy of everyone involved.
8. Complaints can constitute several things, including but not limited to:
 - a. The identification of an incident or unacceptable behavior
 - b. The witnessing of a safety or risk related issue or situation
 - c. The identification of an ongoing process or action, by anyone, that poses a risk to the CMHA and/or its members.
9. In accordance with this process, complainants will receive confirmation that their complaint has been received and will be looked after. Complainants are asked to follow-up with the CMHA (using the contact information herein) if a receipt confirmation has not been received within 2 days.



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STEP 1:

For a team-specific complaint, the complainant is to approach the parent rep about the issue in a civil manner (keeping in mind the 24-hour cool-down period). The parent rep hears the complaint and attempts to resolve it with the team officials. A CMHA Executive member can be called-upon to assist and provide guidance. The CMHA expects the vast majority of all issues to be resolved at this level. If the problem is not resolved at this point, the parent rep is to proceed to step 2. It is important to remember that timing can be critical when dealing with certain types of complaints or incidents. The faster the issues are identified and documented, the easier it will be to deal with appropriately and resolve efficiently.

STEP 2:

The complaint is to be documented indicating as much information as possible including date/time; location, description, and signature (note that anonymous complaints will be accepted, however, it is important to remember that the ability to react to such complaints can be severely limited).

- a) Complaints are to be sent to complaint@casselmanpredators.ca, however, please note that the CMHA may require that the complainant print the email and sign it for our records.

STEP 3:

The residing Chair of the RSD Committee will receive the complaint and facilitate a process to properly investigate and resolve the issue (in coordination with all necessary resources). It is important to note that complaints will normally be reviewed within a few days but may take longer to properly investigate.

STEP 4:

The RSD Sub-Committee will meet, as necessary, and manage the complaint (hearing). Complainants or any other involved individuals may be called-in to discuss the situation and/or provide further details. Results of any outcomes will be sent, in writing, to the complainant.

Any further questions can be submitted to:
Casselman Minor Hockey Association
Risk, Safety, & Disciplinary Committee
P.O. Box 643, Casselman, Ontario, K0A1M0
complaint@casselmanpredators.ca

Last Updated: September 2011