



WMHA Complaint Policy

The Walden Minor Hockey Association (WMHA) is committed to assuring an environment that is safe and respectful. All members and volunteers have the right to participate and work in an environment that prohibits discriminatory practices of all kinds and promotes equitable opportunities.

The WMHA endorses and abides by the Ontario Hockey Federation's (OHF) Harassment, Abuse, Bullying and Misconduct Policy: Promoting Positive Hockey Behaviour. The policy states that there must be no harassment, abuse, bullying or misconduct of any participant in any of its programs. Every athlete, coach, assistant coach, trainer, manager, official, parent, director, and volunteer must take reasonable precautions against harassment, abuse, bullying or misconduct. This policy describes the responsibilities of the WMHA members and its directors, with respect to complaints.

Receiving a Complaint

- A complaint received by a team member or parent/guardian must be referred to the team manager, who will help assess the nature and severity of the issue at hand.
- Complaints received by the WMHA will be addressed in accordance with policies of the OHF and NOHA.

Submitting a Complaint

- Individuals have the right to submit a formal complaint about a member of the WMHA. The Complaint Process infographic can help determine the appropriate course of action.
- The Complaint Submission Form is available on the WMHA website and should be used when escalating complaints to the board level.

Complaints within a Team Setting

- The Complaint Process infographic must be followed to determine the appropriate course of action.
- A person submitting a complaint must work with the manager and/or coach to find a mutually beneficial solution.
- If the issue is resolved within a team, and the person who submitted the complaint is satisfied, no further action is required.
- If the complaint is not resolved, the complaint should be escalated to the division convenor. The nature of the complaint should be documented on a Complaint Submission Form, including what was done to find a solution.



If not resolved by the convenor, the complaint should be escalated to the board level by the convenor. The complaint will be reviewed at the next scheduled board meeting, unless the issue is identified by the division convenor as requiring immediate attention.

Complaints Against the WMHA

Such complaints must be brought to the attention of a WMHA director, in writing, using the Complaint Form.

If a complaint is against a director or association representative while acting in the capacity of their position the complaint will be handled by the WMHA, or by the Northern Ontario Hockey Association when deemed appropriate.

If a complaint is against a WMHA policy, by-law, rule or process, it will be scheduled for discussion at the next regular board meeting. The outcome of the discussion will be communicated to the person who submitted the complaint.

Investigations

When a complaint escalates to the WMHA board level, an investigation will ensue as outlined within the OHF within an appropriate time frame.

Additional Policies

OHF Harrassment, Abuse, Bullying and Misconduct Policy: Promoting Positive Hockey Behaviour (2014)