



# VMHA Complaint Resolution Process

It is important to the Vancouver Minor Hockey Association that our parents and players feel that they are supported with any grievance that they might have. To ensure that complaints are dealt with in a fair and transparent manner, we have put together the following complaint resolution process to help our parents, players, coaches, and other officials. We have outlined, below, the process to follow if an issue arises.

Any complaints submitted to VP1 Discipline and reviewed by the Disciplinary Committee will be adjudicated to the standards of the VMHA Codes of Conduct.

| Type of Complaint                               | Examples  | What to do   |
|---|---|--|
| Parent has an issue with Coach                  | <ul style="list-style-type: none"> <li>• Fair Play</li> <li>• Communication concerns</li> </ul>             | <ul style="list-style-type: none"> <li>• Observe the 24hour rule</li> <li>• Contact Manager to schedule a Parent, Coach, and Manager meeting to discuss</li> <li>• If complaint is not resolved – contact Divisional Manager who will address issue with Coach</li> <li>• If complaint is still not resolved – parent to email VMHA Complaint Submission Document to <a href="mailto:VP1@vmha.com">VP1@vmha.com</a></li> </ul>             |
| Parent has an issue with Coach                  | <ul style="list-style-type: none"> <li>• Harassment/Abuse/Bullying</li> <li>• Physical Contact</li> </ul>   | <ul style="list-style-type: none"> <li>• Parent to email VMHA Complaint Submission Document to <a href="mailto:VP1@vmha.com">VP1@vmha.com</a></li> </ul>   |
| Parent has an issue with Team Manager           | <ul style="list-style-type: none"> <li>• Communication concerns</li> <li>• Team Funds Management</li> </ul> | <ul style="list-style-type: none"> <li>• Observe the 24hour rule</li> <li>• Contact Manager to schedule a Parent, Coach, and Manager meeting to discuss</li> <li>• If complaint is not resolved – contact Divisional Manager who will address issue with Manager</li> <li>• If complaint is still not resolved – parent to email VMHA Complaint Submission Document to <a href="mailto:VP1@vmha.com">VP1@vmha.com</a></li> </ul>           |
| Parent has an issue with Coach and Team Manager | <ul style="list-style-type: none"> <li>• Communication concerns</li> </ul>                                  | <ul style="list-style-type: none"> <li>• Observe the 24hour rule</li> <li>• Contact Manager to schedule a Parent, Coach, and Manager meeting to discuss</li> <li>• If complaint is not resolved – contact Divisional Manager who will address issue with Coach and Manager</li> <li>• If complaint is still not resolved – parent to email VMHA Complaint Submission Document to <a href="mailto:VP1@vmha.com">VP1@vmha.com</a></li> </ul> |

| Type of Complaint   | Examples   | What to do   |
|---|--|--|
| Coach complaint regarding Parent or Player                                  | <ul style="list-style-type: none"> <li>Discipline of player for on/off ice behaviour</li> </ul>  | <ul style="list-style-type: none"> <li>Coach to re-address expectations, team rules, and consequences with player (as originally outlined at beginning of season)</li> <li>If behaviour continues, Coach to arrange meeting with Parent, Coach, Manager, and Player</li> <li>If behaviour still continues: Coach to contact Divisional Manager who will engage the Coach Coordinator</li> <li>If still no resolution: Coach to email VMHA Complaint Submission Document to VP1@vmha.com</li> </ul> |
| Coach issues with multiple parent complaints                                | <ul style="list-style-type: none"> <li>Discordance within team</li> </ul>  | <ul style="list-style-type: none"> <li>Observe 24hour rule</li> <li>Call meeting with Manager, Coaches, and Parents - If Team Manager is a spouse of the coach, Div Manager can be present</li> <li>If issue is not resolved, contact Coach Coordinator and Div Manager</li> <li>If issue persists: complaint by way of VMHA Complaint Submission Document to VP1</li> </ul>   |
| Coach complaints regarding opposing VMHA coaches                            | <ul style="list-style-type: none"> <li>Internal coach conflicts over balancing process i.e. stacking team, throwing games</li> </ul>                       | <ul style="list-style-type: none"> <li>Coach email to Coach Coordinator and Divisional Manager outlining complaint</li> </ul>  |
| Coach or Parent complaints regarding opposing teams from other associations | <ul style="list-style-type: none"> <li>Unsportsmanlike behaviour</li> <li>Unsafe or rough play</li> <li>Players from other associations/parents</li> </ul> | <ul style="list-style-type: none"> <li>Coach emails VMHA Incident Report to vp1@vmha.com</li> </ul>  |

### 'A' Hockey (Rep) Specific Complaints

| Type of Complaint                               | Examples  | What to do  |
|---|---|---|
| Parent complaints re: Rep/Association Policies  | <ul style="list-style-type: none"> <li>Player not chosen for rep team</li> <li>Personal bias accusation</li> <li>Process flawed or not explicit to parents</li> </ul> | <ul style="list-style-type: none"> <li>Parent to review 'A' (Rep) Hockey policy to identify policy contravened</li> <li>VMHA Complaint Submission Document to be emailed to VP1@vmha.com</li> </ul>           |
| Parent complaint re: Residency of other players | <ul style="list-style-type: none"> <li>Player alleged to not live within VMHA boundary</li> </ul>   | <ul style="list-style-type: none"> <li>VMHA Complaint Submission Document to be emailed to <a href="mailto:VP1@vmha.com">VP1@vmha.com</a></li> <li>VP1 will investigate with referral to Registrar</li> </ul> |

| Type of Complaint                                  | Examples  | What to do  |
|--|---|---|
| Parent complaint re: Rep Release during mid-season | <ul style="list-style-type: none"> <li>• Not aware of reason</li> <li>• Process unclear</li> </ul>                      | <ul style="list-style-type: none"> <li>• Parent to review process in Rep Manual</li> <li>• If issue is not resolved, contact Div Manager</li> <li>• If issue persists: complaint by way of VMHA Complaint Submission Document to VP1</li> </ul>   |
| Parent complaint re: Affiliation                   | <ul style="list-style-type: none"> <li>• Players not called upon when needed</li> </ul>                                 | <ul style="list-style-type: none"> <li>• Parent to contact Div Manager</li> </ul>   |
| Parent complaint re: Ice Time                      | <ul style="list-style-type: none"> <li>• Weaker players play less time</li> <li>• Best players get PP and PK</li> </ul> | <ul style="list-style-type: none"> <li>• Observe 24hr rule</li> <li>• Refer to 'A' (Rep) Hockey Policy</li> <li>• Request meeting with Coach and Manager</li> <li>• If issue not resolved, contact Div Manager</li> <li>• If still not resolved, complaint by way of VMHA Complaint Submission Document to VP1</li> </ul> |

**Time Frame for Complaint Resolution:**

1. Request for meeting with Team Manager and Team Coach – meeting to be held within 7 calendar days of request – all parties to receive advanced prior notice of meeting at least 2 days
2. Request for Divisional Manager to engage Team Manager, Team Coach, or Coach Coordinator – 2 calendar days
3. Response from VP1 re: complaint submission – 2 calendar days
4. Discipline Committee complaint resolution response – 14 calendar days
5. Appeal Committee complaint resolution response – 14 calendar days

**Notice to Team of Coach Suspension or Resignation:**

1. Team to be notified of Coach Suspension or Coach Resignation by VP1 with cc to Division Manager within 24 hours by way of email
2. If Coach is reinstated team is notified within 24 hours of reinstatement by way of email. Coach will hold team meeting at first practice back with Coach Coordinator or VP1 present.