



VMHA CONFLICT RESOLUTION INFORMATION

1. Introduction

VMHA is committed to providing a fair, transparent, and supportive process for addressing concerns. There are three categories of concerns, each with its own process for resolution. One category involves VMHA internal matters, while the other involves third-party oversight through BC Hockey. The third category, which pertains to officiating - including oversight, discipline and concerns - falls under the jurisdiction of BC Hockey and Hockey Canada. This policy outlines how to proceed based on the type of concern you have.

2. Categories of Concerns

Category 1: VMHA Internal Concerns

- Concerns related to team communication, coaching decisions, team management, discipline and internal conduct
- These concerns should be addressed through VMHA's Conflict Resolution process
- Resolution steps:
 - Start by observing the 24-hour rule
 - If not resolved, escalate to the Division Manager
 - If still unresolved, submit a [VMHA Conflict Submission Form](#) to vp1@vmha.com

Category 2: Third-Party Concerns

- Concerns involving harassment, bullying, abuse, maltreatment, or physical misconduct
- These must be submitted directly to BC Hockey's Independent Third Party (ITP) for investigation under the [Maltreatment, Bullying, and Harassment Policy](#)
- These serious grievances are NOT handled through VMHA's internal process and must go through the ITP

Category 3: Referee Concerns

In British Columbia, the responsibility for minor hockey officials is shared across multiple levels. BC Hockey, in partnership with Hockey Canada, oversees the certification, training, and development of referees and linespeople throughout the province. This work is supported by regional bodies like PCAHA (where applicable) and individual Minor Hockey Associations (MHAs).

Each MHA appoints a Referee-in-Chief (RIC) who manages the recruitment, scheduling, and mentorship of officials within their association. The RIC is also responsible for upholding the [BC Hockey Code of Conduct](#), which sets standards for professionalism, behavior, and safety for all officials.

At VMHA, our Board of Directors fully supports our RIC and the standards they are governed by. We are committed to the *Respect in Sport* initiative, and we enforce a zero-tolerance policy for abuse directed at officials by players, coaches, or spectators. VMHA is dedicated to fostering a safe, respectful, and inclusive environment for all participants that aligns with BC Hockey and Hockey Canada's strict policies against all forms of maltreatment.

Note: Hockey Canada, BC Hockey and VMHA uphold a strict zero-tolerance policy regarding the confrontation of game officials. Under no circumstances is it acceptable to approach, engage with, or confront an official with the intent to criticize, challenge or provoke a negative interaction. This applies at all times - on or off the ice, and before, during or after a game. The only permissible engagement is to offer positive remarks, such as congratulations or expressions of appreciation. Any conduct that violates this policy is deemed unacceptable and will not be tolerated. Individuals who engage in such behaviours may be subject to disciplinary action, including the potential assessment of a [Maltreatment Penalty under Hockey Canada Rule 11.1 – Unsportsmanlike Conduct](#).

If a coach, manager, parent, or player has a concern regarding an official, the following steps must be followed:

1. Respect the 24-Hour Rule

Allow a minimum of 24 hours before initiating any complaint to ensure a calm and objective approach.

2. Submit the Concern to VP3

Email your concern to vp3@vmha.com, clearly outlining the issue. VP3 oversees officiating matters within VMHA.

3. Internal Review and Escalation

VP3 will assess the nature of the concern and determine the appropriate course of action:

- If the issue is minor or developmental, it may be addressed internally by VMHA's RIC.
- If the concern warrants further review, it will be escalated to PCAHA's Officiating Lead (West) and/or BC Hockey's RIC/ Officiating Lead, in accordance with PCAHA's official complaint procedure.

Important:

As per PCAHA policy, formal complaints about officials must be submitted in writing on association letterhead and signed by the President, a Vice-President, or the RIC. These are then forwarded to the appropriate BC Hockey Officiating Lead, with a copy of the game sheet and a courtesy copy to PCAHA.

3. Resolution Chart

Category 1: VMHA Internal Concerns Resolution Chart

Type of Concern	Examples	Steps to Follow
Parent has a concern with Coach	Fair play, Communication concerns	<ul style="list-style-type: none"> • Observe 24-hour rule • Contact Team Manager to schedule a Parent-Coach-Manager meeting • If unresolved, contact Division Manager • If still unresolved, submit VMHA Conflict Submission Form to VP1
Parent has a concern with Team Manager	Communication concerns, Team funds management	<ul style="list-style-type: none"> • Observe 24-hour rule • Contact Team Manager directly to discuss • If unresolved, contact Division Manager • If still unresolved, submit VMHA Conflict Submission Form to VP1
Parent has a concern with both Coach and Manager	Communication concerns	<ul style="list-style-type: none"> • Observe 24-hour rule • Contact Team Manager to schedule meeting • If unresolved, contact Division Manager • If still unresolved, submit VMHA Conflict Submission Form to VP1
Coach concern about Parent or Player	Discipline for on/off-ice behavior	<ul style="list-style-type: none"> • Re-address expectations and consequences • If behavior continues, meet with Parent, Player, Manager • If behavior persists, contact Division Manager and Coach Coordinator • If still unresolved, submit VMHA Conflict Submission Form to VP1

Type of Concern	Examples	Steps to Follow
Coach dealing with multiple parent concerns	Discord or conflict within team	<ul style="list-style-type: none"> • Observe 24-hour rule • Meet with Team Manager, Coaches, and Parents • If unresolved, contact Division Manager and Coach Coordinator • If still unresolved, submit VMHA Conflict Submission Form to VP1
Coach concern about opposing VMHA coach	Balancing issues, stacking teams, throwing games	<ul style="list-style-type: none"> • Coach to email Coach Coordinator and Division Manager outlining the concern
Coach or Parent concern about opposing association teams	Unsportsmanlike behavior, unsafe/rough play	<ul style="list-style-type: none"> • Coach to submit VMHA Incident Report to vp1@vmha.com
Team Staff or Parent concern about behavior of VMHA parent	Unsportsmanlike behavior toward team staff, players, officials	<ul style="list-style-type: none"> • Team Staff contacts vp1@vmha.com • Risk Manager and/or Division Manager to review as per Discipline and Conflict Resolution Policy
Parent concern about Rep process	Player not selected for rep, bias accusations, unclear processes	<ul style="list-style-type: none"> • Refer to Rep Hockey Program Policy and Rep Tryout Policy
Parent concern about Residency issues	Player alleged to be out of boundary	<ul style="list-style-type: none"> • Email VMHA Registrar
Parent concern about Ice Time	Concerns over playing time distribution	<ul style="list-style-type: none"> • Observe 24-hour rule • Refer to Rep Hockey Policy • Request meeting with Coach and Manager • If unresolved, contact Division Manager • If still unresolved, submit VMHA Conflict Submission Form to VP1

4. Important Notes

- **24-Hour Rule:** Allow 24 hours before raising a concern unless it involves safety

- [VMHA Conflict Submission Form](#) must be completed for any escalation beyond the Division Manager
- **Maltreatment, Bullying, and Harassment** grievances must be submitted directly to the Independent Third Party, not through VMHA channels

5. VMHA Conflict Submission Form

Confidentiality Notice

Vancouver Minor Hockey Association (VMHA) cannot guarantee complete confidentiality. The contents of this document may be shared in an effort to resolve the conflict herein. By completing the form, you agree that VMHA may share some or all this information in the process of resolving the conflict.

Important Information

- Conflicts will be addressed according to severity, resources and safety for participants
- All conflicts must be submitted to VP1 via the [VMHA Conflict Submission Form](#) prior to review
- Reminder that any Maltreatment, Bullying or Harassment grievances are required to be submitted directly to the Independent Third Party (ITP) company as per [VMHA Policy 4 – Maltreatment, Bullying and Harassment Policy](#)