



Updated August 2023

## **EMHA COMPLAINT POLICY**

### **RATIONALE**

EMHA is committed to assuring equitable treatment for all and to guaranteeing the protection of volunteers from harassment and abuse. The Association recognizes that in the course of its activities, diverging opinions and difficulties can emerge and consequently, complaints may arise about a member, a team staff, a policy, or a practice of the Association or one of its teams. EMHA recognizes that sometimes members can become heated about issues that may arise, which does not allow for reasonable discussion and resolution of the issue. As such, in ALL cases of a disagreement or dispute, EMHA members are expected to adhere to the “24 hour rule”, and refrain from addressing the issue in any manner until they have taken at least 24 hours to “cool off”. Under no circumstance should these discussions occur in the presence of any EMHA players, other parents/spectators, or other uninvolved persons.

### **PRINCIPLES**

1. Anonymous complaints will not be acknowledged;
2. Complaints will be dealt with in confidentiality;
3. Complaints will first be addressed directly to the person(s) involved;
4. The procedure in place favors a local solution to disagreements which respect to a natural progression to obtain a resolution;
5. When needed, the Coaches Coordinator will forward the complaint or suggestion for study, to the executive or one of its committee, depending on the nature of the complaint;
6. Members of the Association will be informed of the recourses at their disposal when a disagreement arises;
7. Complaints will be treated in respect of:
  - the Ontario Human Rights Code;
  - Municipal Freedom of Information and Protection of Privacy Act;
  - other pertinent laws;
  - NOHA, OHF, EMHA Constitution, By-laws, Regulations and Policies.

## **PROCEDURES**

### ***COMPLAINTS AGAINST A MEMBER, HIS/HER ACTIONS OR ACTIVITIES***

1. If the complaint is received by someone not directly involved they must refer the complainant back to the next individual in the natural progression. (Reminder of the 24 hours rule: parent vs coach).
2. In general, complaints about a member must be resolved by that member. No follow up is necessary if the person who submitted the complaint is satisfied.
3. If the complaint is not resolved, the person targeted must contact the person they report to (Head coach/Manager/Parent Rep, Coaches Coordinator, Executive member) and indicate the nature of the complaint and what was done to find a solution.
4. If the complaint is not resolved, the complainant may approach the next level only (Head coach/Manager/Parent Rep, Coaches Coordinator, Executive member).
5. The person receiving the complaint should note the details and facts as they know them.
6. If not resolved by Coaches Coordinator, the complaint may proceed to the executive level but only if in writing (*using attached form*). It can then be submitted to any executive member.

### ***COMPLAINTS AGAINST A POLICY, A REGULATION, A BY-LAW, OR TEAM RULE***

In general, such complaint must be brought to the attention of the person responsible (Head coach, executive member). If executive level, it must be submitted in writing (*attached form*).

COMPLAINT REPORTING FORM

Name:

Date:

Address:

Team/Coach or staff member/Referee/other:

Telephone:

Complaint :( record details of incident, what was done/heard/seen; record facts and statements, not interpretations; any other witnesses – Use additional page if required)

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For use by admin

Received by:

Date:

Complaint Number:

Respect of **natural progression** for resolution (individual, team, Coaches Coordinator, executive: **Yes**  or **No**

**Communicated With:**

Person targeted:

Date&Time:

Team Mgr. /parent rep:

Date&Time:

Head Coach:

Date&Time:

Coaches Coordinator:

Date&Time:

Complaint presented at the executive meeting on this date: \_\_\_\_\_ to be heard by: **Full Executive**  **Disciplinary Committee**  **Ad Hoc Committee**

Hearing of complaint meeting took place on this date: \_\_\_\_\_ with following decision:

**Complaint has merit**

Resolution/action:

**Denied**

Reason:

**Decision communicated to complainant on:** Date&Time: