

North Okanagan Minor Hockey Association **COMPLAINT FORM**

DEFINITIONS

The following are a brief synopsis of definitions that will be used to determine the grounds on which a complaint is made and the process to address it. For further information please consult the North Okanagan Minor Hockey Association Policy Manual and Code of Conduct posted on the NOMHA Web site.

North Okanagan Minor Hockey Association acknowledges and supports, BC Hockey and Hockey Canada's definitions of bullying and harassment and abuse, and the BC Hockey policy on drug and alcohol use.

Misconduct

Misconduct refers to the behaviour or a pattern of behaviour that is found, by a formal or informal process, to be contrary to North Okanagan Minor Hockey's Code of Conduct.

Bullying

Bullying describes behaviours that are similar to harassment, but occur between children under the age of twelve, or behaviours between youth or between adults that are not addressed under human rights laws. Bullying is intentionally hurting someone in order to insult, humiliate, degrade, or exclude him or her. Bullying can be broken down into five categories: physical, verbal, relational (for example, trying to cut off victims from social connection by convincing peers to exclude or reject a certain person), reactive (for example engaging in bullying as well as provoking bullies to attach by taunting them) and cyber (bullying via the internet but not limited to the use of Social Networking, Texting, etc.).

Harassment

Harassment is offensive behaviour - emotional, physical, and or sexual - that involves discrimination against a person because of their race, national or ethnic origin, age, colour, religion, family status, sexual orientation, sex or gender, disability, marital status, or pardoned conviction. Harassment occurs when someone attempts to negatively control, influence or embarrass another person based on a prohibited ground of discrimination.

Abuse

Child abuse is any form of physical, emotional and/or sexual mistreatment or lack of care which causes physical injury or emotional damage to a child. A common characteristic of all forms of abuse against children and youth is an abuse of power or authority and / or breach of trust.

Abuse is an issue of child protection. Protection refers to provincial, territorial, or child protection services. A child may be in need of protection from harm if abuse or neglect is suspected. Information about one's legal duty to report and circumstances under which reporting must occur according to child protection legislation is available at: http://www.hockeycanada.ca/index.php/ci_id/7876/la_id/1.htm

Emotional Abuse

Emotional abuse is a chronic attack on a child or youth's self-esteem; it is psychologically destructive behaviour by a person in a position of power, authority, or trust. It can take the form of name-calling, threatening, ridiculing, berating, intimidating, isolating, hazing, or ignoring the child or youth's needs.

Physical Abuse

Physical abuse is when a person in a position of power or trust, purposefully, injures or threatens to injure a child or youth. This may take the form of slapping, hitting, shaking, kicking, pulling hair or ears, throwing, shoving, grabbing, hazing, or excessive exercise as a form of punishment.

Neglect

A general definition of neglect is the chronic inattention to the basic necessities of life such as clothing, shelter, nutritious diet, education, good hygiene, supervision, medical and dental care, adequate rest, safe environment, moral guidance and discipline, exercise and fresh air. Neglect may apply in a hockey setting where there is chronic inattention in the hockey context, for example when a player is made to play with injuries.

Sexual Abuse

Sexual abuse is when a child or youth is used by a child or youth with more power or an adult for his or her own sexual stimulation or gratification. There are two categories of sexual abuse: contact and non-contact.

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Please note the following:

- Complaints of harassment, abuse, or bullying will not qualify a player for an automatic release.
- Definitions are provided above and in the North Okanagan Minor Hockey Association Policy Manual and Hockey Canada's Definitions of the same.

- Substantiated allegations of harassment, abuse, or bullying will be considered for sanctions ranging in severity as described in the NOMHA Policy Manual and NOMHA Code of Conduct.

- North Okanagan Minor Hockey Association cannot guarantee complete confidentiality. The contents of this document may be shared in an effort to resolve this complaint here within. By completing the form, you agree that North Okanagan Minor Hockey Association may share some or all of this information in the process of resolving the complaint. (NOMHA will do as much as possible to keep information provided confidential)

- Complaints will be addressed according to severity, resources, and safety for participants.

Mail or e-mail completed form to:

*President
North Okanagan Minor Hockey Association
PO Box 116
Armstrong , BC
V0E-1B1
president@nomha.com*

Please complete the following:

1. Person making the complaint: Player Parent Volunteer Official
 Employee

First Name _____
Last Name _____
Address _____
City/Town _____
Province Postal Code _____
Telephone Number _____
Fax Number E-mail _____

2. Person on whose behalf the complaint is made: (to be completed if different from above)

First Name _____
Last Name _____
Birth Date (day/month/year) _____

3. Name of person(s) against whom you are complaining:

First Name Last Name _____

Title/Role Name of Association/Club _____

First Name Last Name _____

Title/Role Name of Association/Club _____

4. When did the last incident occur? (Date) _____

5. Please check the grounds(s) that best describes your complaint:

A) Harassment (refer to above and NOMHA Policy Manual)

Type of behaviour:

Conduct **Gestures** **Comments**

Based On:

Race **Ethnicity** **Disability** **Colour**

Religion **Age** **Sexual Orientation** **Sex**

Marital Status **Family Status** **Pardoned Conviction**

B) Abuse (refer to NOMHA Policy Manual)

Type of behaviour:

Physical **Emotional** **Sexual** **Neglect**

C) Bullying (refer to NOMHA Policy Manual)

Type of behaviour:

Physical **Verbal** **Relational** **Reactive**

D) Misconduct (definition above)

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North Okanagan Minor Hockey Association Code of Conduct
(full Code of Conduct available at www.nomha.com)

1. North Okanagan Minor Hockey is committed to providing a sport environment in which all individuals are treated with respect.
2. During the course of all North Okanagan Minor Hockey Association activities, athletes, coaches, parents, directors, volunteers, staff, chaperones and others within the North Okanagan Minor Hockey Association:
 - a) Shall conduct themselves, at all times, in a fair and responsible manner and refrain from comments or behaviours that are disrespectful, offensive, abusive, racist, or sexist. In particular, North Okanagan Minor Hockey Association Hockey will not tolerate behaviour that constitutes harassment or abuse or bullying, and;
 - b) Shall avoid behaviour which brings North Okanagan Minor Hockey Association and/or the sport of hockey in disrepute, including, but not limited to, the abusive use of alcohol and/or non-medical use of drugs, and;
 - c) Shall not use unlawful performance enhancing drugs or methods, nor shall they engage in activity or behaviour that endangers the safety of others, and;
 - d) Shall at all times adhere to Hockey Canada, BC Hockey and North Okanagan Minor Hockey Association operational policies, procedures and any rules governing any competition in which they participate on behalf of North Okanagan Minor Hockey Association.
3. Failure to comply with North Okanagan Minor Hockey Association Code of Conduct (posted on www.nomha.com) may result in disciplinary action, including, but not limited to, the loss or suspension of certain or all privileges connected with North Okanagan Minor Hockey Association Hockey including the opportunity to participate in North Okanagan Minor Hockey Association activities. Such discipline may include the removal or ban from any arena, games, practices, and other team activities.

Oct.2010