



## Brantford Church Hockey – Incident/Complaint Policy

Print and submit this Incident/Complaint form which will go directly to our DRC (Dispute Resolution Committee) for review. **It is important that we receive all formal complaints in writing.**

Allow a minimum of 72 hours for the DRC to contact you directly. After all investigations and meetings, the DRC will send the recommendations to the Board of Directors.

Prior to submitting an Incident/Complaint form, please read the following:

- This form is for the exclusive use of Brantford Church Hockey League members only. Membership includes Players; Parents; Team Officials; Board Members; Referee & Timekeepers; Convenors; and volunteers. If you have a complaint and you are not a member of our association, please contact *your* association centre delegate.
- The DRC is in place to investigate serious issues/complaints/incidents. As you are aware, hockey is a very passionate sport that can often lead to unreasonable and emotional situations. Most issues can be resolved at the team level with communication. Along with allowing for the 24 hour cool down rule, the DRC committee recommends the following steps be followed prior to submitting this form:

### **FOR INCIDENTS/COMPLAINTS IN HOUSE LEAGUE OR SELECT**

Discuss with your Head Coach and/or Manager. If situation cannot be resolved or your complaint is against a Head Coach or team official, then:

Discuss with the Divisional Director or Director of Select (email information on our website).

If the situation cannot be resolved or your complaint is against a Director, then:

Submission of Incident/Complaint form.

### **IMPORTANT**

\* If your complaint involves sexual or physical abuse, it is your duty to contact the Police immediately.

\* If your complaint involves bullying or hazing, ignore all the steps above and contact VP (email information on our website) immediately who in turn must contact Alliance Hockey immediately.

BCHL President – updated Aug. 2019