



PORT COLBORNE MINOR HOCKEY ASSOCIATION INC.

PCMHA Complaint Procedures

PCMHA has adopted the OMHA Zero Tolerance Code of Ethics and as such will not abide any abuse directed towards parents, players, team officials, on-ice or off-ice officials. Disagreements will occur from time to time and accordingly the PCMHA has drafted the following guidelines.

General complaint process

A parent or player should:

1. Allow a 24 hour “cool down” period
2. Speak with the Head Coach
3. If not resolved seek help from the Division Convenor
4. If still not resolved approach the designated PCMHA House League or Travel Team Convenor. If there still isn't a resolution, or for more serious grievances, you may file a Formal Complaint with the Board's Discipline Committee.

Formal Complaint Process

An original written and signed account is to be sent to the 2nd Vice President of PCMHA who is in charge of the Discipline Committee. Emails will not be accepted. The complaint is to be as factual as possible and will include:

- Specific dates, places and times
- Names of all parties involved
- List of witnesses with contact information
- The Complainant's goals or objectives to resolve the issue

When in receipt of the proper documents, the Committee will:

1. Interview the people directly involved
2. Interview the witnesses and, if need be, obtain written statements
3. Re-interview the people directly involved (if required)

After the fact finding stage, the Committee may either return the complaint to the General Process for handling or file a report with the PCMHA Board. If the matter goes to the Board level, the Committee will make recommendations and the Board will render a resolution. After such time the Committee will convey the Board's conclusion to the complainant and all parties directly involved.

The above guidelines do not preclude a personal appeal to the NDHL or the OMHA.

NOTE: the Board meets only once a month which means that, depending upon timing, rendering a decision could take 4-6 weeks.

Port Colborne Minor Hockey Association
For mailing address email: vp2@portminorhockey.com