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1. FSMH Grievance/Complaint Policy

- a. Throughout the course of a hockey season, there may be situations of dispute or disagreements that may arise. These may range from disagreements that are relatively minor in nature and can be handled at the team level, to incidents that may require intervention from the FSMH board of directors.
- b. FSMH utilizes a three-stage protocol to solve problems that must be followed prior to any disciplinary committee being established. The three stages that followed are:
 - 1. Utilize the 24-hour rule - The 24-hour rule requires that you wait 24 hours before bringing forward a concern or complaint. This allows adequate time for emotions to settle out and ensure they are not the main driver of the complaint. Regardless of if the concern or complaint is acted upon the incident must be documented.
 - 2. Team Level - If following the 24-hour discussion, the individual advising the grievance is not satisfied with the concern and wishes to proceed, the concern will be directed to the parent liaison and the team manager. The parent liaison and the manager will document the concern and discuss it with the team coaching staff. The parent liaison will chair the meeting and has the authority to terminate the discussion if no progress is made or the meeting turns confrontational. Some guidelines for bringing a concern to the coach are:
 - i. Grievances are only brought to the head coach if the parent wants a meeting.
 - ii. Grievances must involve their own child unless the safety of other children is at risk.
 - iii. Anonymous grievances will not be accepted.





3. Director Level - Should the matter fail to be resolved at the team level using the aforementioned guidelines, the matter will be referred to the director of the division of the players involved. The director will conduct a thorough assessment of the statements of all participants and attempt to provide a satisfactory resolution in consultation with the FSMH board of directors, if necessary.
4. Proper documentation of all meetings and correspondence must be maintained throughout the entire process and is paramount in order to protect all of the parties involved. FSMH has created a compliment/concern/complaint form that will be used for all disputes regardless of the severity of the issue. The compliment/concern/complaint form will be provided to the managers as well as being placed on the FSMH website for future reference.
5. Once a concern is resolved to the satisfaction of both parties, a complaint resolution form must be completed and signed, by all participants, showing their mutual agreement to the resolution. All compliment/concern/complaint forms and resolution forms will be retained and secured by the FSMH office. FSMH will follow the five recommended steps relating to standards provided by Hockey Alberta (www.hockeyalberta.ca) when accepting, managing, and resolving a conduct-related complaint:
 - i. Acknowledgment of concern
 - ii. Investigation (independent and thorough)
 1. Independent Investigator will conduct a thorough investigation.
 2. Present findings
 - iii. Due process, including all members the right to:
 1. Notice
 2. Defend
 3. Appeal
 4. Sanctions
 5. Record retention

2. FSMH Grievance/Complaint Procedure

A. Step 1 – Acknowledgement of Concern

1. The reporting of unacceptable behavior in contravention of the FSMH Code of Conduct by a coach, player, official, spectator, and/or executive member is the triggering event of the complaint procedure. [The Compliment/Concern/Complaint form](#) must be completed and submitted to the appropriate recipient of the FSMH three Stage Problem Solving Protocol within 7 days of the incident.



2. Anonymous complaints received at any level will be retained as information only documents by the FSMH office and not acted upon, unless the alleged conduct is so egregious that it must be investigated.
3. Any complaint or allegations of illegal and/or criminal behavior will immediately be turned over to the local RCMP authorities.
4. The satisfactory resolution of a written complaint by both parties can be reached at any stage of the 3-stage process (24-hour rule, team level, director level). A resolution form will then be completed and signed by all parties. The resolution document will then be presented to the FSMH executive to provide feedback and maintain consistency throughout the FSMH organization. If it is determined that an investigation is not warranted the reasons must be documented. If the complainant decides to pursue further action, especially legal, the documentation will be provided as evidence. All documents will be retained by the FSMH office.
5. If a complaint is not resolved to all parties' satisfaction after reaching stage 3, the Level Director, with the participation of the FSMH executive will determine if further investigation is warranted.

B. Step 2 – Investigation of Complaint

1. Should a complaint fail to be resolved or is deemed to be necessary for further investigation an investigator, independent of the situation, will be assigned to investigate the complaint. The investigator will act as an impartial fact-finder, review the complaint thoroughly and identify the root cause of the complaint. The investigator will compile the information, corroborate, or refute what is documented in the complaint, and present their findings to members of the FSMH executive.
2. The investigator:
 - i. Is not required to be an FSMH executive member.
 - ii. Must not have received the complaint.
 - iii. Must not be directly related to the person/team involved in the complaint.
 - iv. Must not be directly related to the person submitting the complaint.
 - v. Is a member in good standing with FSMH
3. The investigator will conduct an investigation and assemble documentation related to the situation. In carrying out an investigation, the investigator will
 - i. Interview all participants and document all conversations with the potential to voice record the interview proceedings and provide a representative to assist with documenting the meeting details further ensuring accurate records.
 - ii. Compile a list of potential witnesses provided by the participants, interview as many witnesses as possible, and document all conversations,
 - iii. Compile all statements and any other evidence,



- iv. Present all information and recommendations to the FSMH executive to determine if a hearing is warranted.
4. Once the investigation is complete, the investigator will organize and compile all information and submit the findings to the executive. The executive will determine if there is sufficient information to proceed with the complaint. If the executive determines no further action will be taken, the reasons for this decision must be accurately submitted in writing, with documentation stored in FSMH office. If the executive determines that a disciplinary committee is required, the process will move to step 3.

C. Step 3 – Due Process

1. If it is determined that the action violated a code of conduct, bylaw, policy or guideline, the subject of the complaint will be granted the opportunity to provide a defense (or due process) against the allegations. The subject of the complaint will be provided notice of the allegation and will be informed in a timely manner of what they are accused of doing.
2. The subject of the complaint has the right to review the information in the complaint, and the evidence collected by the investigator. Any information that could identify the complainant will be blacked out. After reviewing the complaint documents, the subject of the complaint has the right to a hearing before a Disciplinary Committee. iii. The disciplinary committee will be comprised of three members that are independent of the incident being reviewed. The disciplinary committee will be comprised of identified members in good standing within FSMH.
3. The Disciplinary Committee will be responsible for the following:
 - i. Notifying the individuals involved of a hearing date that is as soon as practicable.
 - ii. Preside over all presented evidence and documentation provided by all parties. The complainant, or designate, and subject of the complaint, or designate, will provide their version of the events and the discipline committee will be allowed to ask questions and/or obtain clarification.
 - iii. Listen to the testimony of witnesses for both the complainant and the subject of the complaint.
 - iv. Deliberate and render a decision based on the facts presented. The disciplinary committee will only consider evidence relevant to the incident, past incidents will not be considered at this point in the process. The onus of proof is on the complainant, and they must show clear evidence that the subject of the complaint has committed the alleged offense.



- v. Present a written decision, with reasons to the executive, complainant, and subject of the complaint. The decision must be based on the reasonable probability that a rule has been broken.
 - vi. Recommend appropriate disciplinary sanctions to the FSMH executive.
 4. Once the written decision has been provided to the FSMH executive, they will determine if the recommended discipline is acceptable. The formal decision will be delivered in writing and the option will be given to the participant to have the decision presented in person. The details of the discipline will only be shared with the subject of the discipline and all documentation will be stored in the FSMH office.
 5. The following forms of discipline may be implemented:
 - i. Verbal reprimand
 - ii. Written reprimand.
 - iii. Required course completion at their costs (i.e., Respect in Sport)
 - iv. Suspension
 - v. Expulsion
 - vi. Placed in poor standing with the FSMSA.
 - vii. Any combination of above

D. Step 4 – Sanctions

1. Once a breach of code of conduct, bylaw, policy, or guideline has been proven, the executive must determine if the situation requires sanctions.
2. Any sanction, such as suspension, must be done to remedy the issue; the goal is to create a safe and healthy environment for hockey, to educate the individual as to the impact of the conduct, and to correct the undesired behavior.
3. The board maintains the right to impose sanctions against an individual they deem as appropriate to fix the undesirable behavior.

E. Step 5 – Documentation

1. All complaints received by FSMH at any stage will be retained in the FSMH office.
2. All documentation relating to the resolution of any written complaints prior to initiating a disciplinary committee will also be retained.
3. Any sanctions placed on individuals will be retained and may be referred to providing context to future complaints and/or sanction decisions.

F. Appeal Process

1. The subject of any disciplinary action will be permitted to appeal the decision to an appeal panel. A separate 3-person appeal panel will be established to hear arguments relating to the disciplinary panel. The appeal must be heard within 7 days of receiving the notice of appeal.



2. Any sanctions or suspensions will remain in effect until the completion of the appeal process.
3. Prior to the establishment of an appeal panel the following conditions of the notice of appeal must be met:
 - i. The disciplinary committee receives written notice from the subject of discipline within 5 days of the notice of judgment.
 - ii. The written notice must contain a clear and concise summary stating the grounds for appeal.
 - iii. A \$300 appeal fee is payable to FSMH to cover the additional costs of the appeal hearing.
4. An appeal will only be considered if the accused can provide evidence:
 - i. The intent of FSMH procedures was not followed.
 - ii. There were facts or documents that were not originally provided through the initial disciplinary hearing.
 - iii. There was bias or conflict of interest by the investigator or the Disciplinary Committee.

3. Officiating Incident Reporting Policy

- a. A team may report on incidents or games where officiating is deemed to be less than satisfactory and shall receive a response to the report.
- b. The Association does not have the authority to conduct hearings into the conduct of game officials acting in their capacity as such. Rather, the North Zone Referees Association, and Hockey Alberta govern the referees and other officials.
- c. Complaints or incident reports about referees must be made in writing by team management to the Level Director (or equivalent). If it is felt by the Level Director that a complaint is warranted, it will be passed on to the Referee Coordinator.
- d. Complaints or incident reports received by FSMH about referees are passed to the appropriate Level Director who will pass it to the Referee in Chief to handle if warranted.
- e. The reporting process is as follows:
 1. Team members and team representatives SHALL NOT speak to the officials about officiating concerns during or after the game, nor contact the Referee Coordinator or assignor.
 2. The complainant shall be provided in writing to the Level Director or President, signed by the coach within 48 hours. The incident reporting form may be used for this purpose.
 3. The complainant shall include specific details of teams playing, game date, time, location, names of officials in attendance (if available) and rule infractions, rule interpretations or conduct incidents giving rise to the complaint.
 4. Upon receipt of the complaint the Level Director or President shall forthwith bring the matter to the attention of the Referee Coordinator.
 5. The Referee Coordinator will investigate complaints and incident reports received about referees and respond to the complaint.

