

Complaints

MHMHA Complaint Procedures

The MHMHA Committee and its Representatives do not accept complaints directly from parents, spectators, team officials, or players. If you feel a complaint is warranted, it must be brought by your team manager who will follow the following procedure:

Note: Only if in the event that the complaint is in regards to the team manager, the complaint may be sent directly to the MHMHA from the team's head coach.

Step 1

Letter and completed complaint from the team manager to:

1. League Division Representative, or
2. Local minor hockey board.

The letter must include:

- Date of Game or incident.
- Location of Game or incident.
- Names and Division of team's, Officials (from game-sheet if required) and or the names of the people involved in the incident.
- Nature of Concern in detail complete with pictures, texts, emails etc. that pertain to the incident.
- Name, Address (email and mailing), Phone Number of the person submitting the concern / complaint.

Step 2

The MHMHA Division Representatives will review the complaint and if they feel that there is merit to the concern, they will forward the letter/complaint form to the Game and Conduct Officials Committee to review and make their decision in regards to the complaint.

Step 3

After the formal investigation into the complaint occurs a ruling will be determined.

Step 4

Response from the Official Game and Conduct Committee of final ruling will be forwarded to the MHMHA board, Division Representative and Team management as listed in the original complaint form to review and pass forward to the person submitting the complaint.

Note:

1. **Phone calls, Texts, emails and verbal conversations will not be accepted or reviewed as a complaint without submitting the formal complaint documentation as required.**
2. **All rulings are considered final and a formal 2nd complaint would be required to appeal the first ruling from the MHMHA.**



#4, 46 Carry Drive S.E.,
 Medicine Hat, AB, T1B 4E1
 Phone: (403) 527-5773
 Email: mhmha@shaw.ca (office)
mhmhgameandconduct@shaw.ca (complaints)
 Website: www.medicinehatminorhockey.com

Medicine Hat Minor Hockey Association
COMPLAINT FORM

Please note the following:

- Always wait the 24 hour cooling off period before beginning the complaint process and follow the League communications protocols.
- Complaints will only be addressed if they are fully completed, have contact information and are signed by the submitter.
- MHMHA cannot guarantee complete confidentiality. Portions of the contents of this document may have to be shared in an effort to resolve the complaint. By completing the form, you agree that MHMHA may share some or all of this information in the process of resolving the complaint.
- Email the fully completed form to mhmhgameandconduct@shaw.ca

Please complete the following:

1. Person Making the Complaint Coach Official Other _____

First Name		Last Name	
Address			
City / Town	Province	Postal Code	
Telephone Number	Cell Number	Email	

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

First Name	Last Name
Telephone Number and Email Address	

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

First Name	Last Name
Title/Role	Name of Association
First Name	Last Name
Title/Role	Name of Association



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4. Details of the MHMHA members, the game location, the Division, the Tier or the event involved in this complaint:

5. **Particulars:** Provide a summary of the incident you are complaining about. Your summary must answer the following questions. Section 5 is to be no longer than this page. You may attach any additional documents as you feel are necessary. Witness statements would be appreciated if available.

1. Date and Time the incident(s) happened.
2. Where did the incident(s) happen?
3. Who was involved (Team information. Name and title/role)
4. What happened?
5. What remedy or resolution are you seeking?

Date

Signature of Complainant

Office use ONLY

Date Received

Rec'd by