

1) GRIEVANCES

Grievances should be first brought to the team manager or coach as many issues can be dealt with informally between the parties involved. If the issue cannot be resolved at a team level or involves the manager or coach it is then submitted to a GDMHA board member but must be in writing. The board member will then submit it to the Conduct Committee.

Grievances are to be submitted in writing no earlier than 24 hours after the incident. Grievances submitted within 24 hours will not be reviewed and must be resubmitted after the expiration of 24 hours. Continued violation of the 24 hours may result in discipline.

Any complaint that involves sexual abuse, maltreatment, physical assault, bullying, harassment, or discrimination can be brought to the "Independent Safe Support Group". They will provide independent, unbiased, confidential and trauma informed support. www.sportcomplaints.ca

2) FORMAL COMPLAINTS

The board shall appoint a Conduct Committee, consisting of three (3) members of the Executive including the Vice President, Coach Coordinator and Safety Manager. If any member is in conflict of interest another board member will be appointed in their place. When the conduct of a member of GDMHA results in a formal complaint, the following will apply:

- GDMHA will try to respect but cannot guarantee anonymity and complete confidentiality.
- Immediate temporary suspensions may be imposed by the Conduct Committee.
- The subject of the complaint will be given description of the formal complaint and have the opportunity to present their case at a meeting before the Conduct Committee in a reasonable timeframe. The meeting will be recorded in the interests of all parties.
- The subject of the complaint must agree to a meeting date within 1 week of the date upon which they were notified of the complaint. Failure to do so may result in immediate suspension until a meeting time can be arranged.
- The Conduct Committee shall notify the board of the pertinent details of the incident, the meeting, and the suggested discipline or recommendations. This is to be approved or amended by the board.
- A summary of the incident and recommendations will be kept on file. This will not be published on the board minutes and will be considered confidential.
- The Conduct Committee will inform all parties of the resolution of the issue in a reasonable timeframe. It is recommended that this be provided in person with a follow up in writing.

If the Conduct Committee doesn't feel equipped to deal with the complaint they are encouraged to seek guidance from BC Hockey.

3) APPEAL OF DECISIONS

If a party is not satisfied by the resolution of the Complaint Committee a request for appeal must be made after 24 hours in writing. The board will review the request of appeal and the resolution and appoint an appeal committee in accordance with the bylaws. If the board feels like they are unable to deal with the issue they will recommend that it be brought to BC Hockey. If it is brought to BC Hockey, the fee must be paid by the party making the appeal.

4) TEAM & PLAYER DISCIPLINE

GDMHA coaches are responsible for the discipline of the players on their team. A coach may suspend a player for a maximum of one game or two practices for a violation of team rules. The Coach Coordinator must be advised of all such suspensions. Suspensions of more than one game must have the approval of the Conduct Committee.

When a player is assessed a Gross Misconduct or Match Penalty, automatic minimum suspensions as set out by BC Hockey will be applied. Coaches must ensure that suspensions assessed by BC Hockey or GDHMA are fulfilled. Refer to BC Hockey Minimum Suspension Guidelines.

If the player, team, or coach determines an incident to require further action it will be brought forward in writing as a formal complaint.

5) CONDUCT OF BOARD MEMBERS

When the conduct of a member of the Board is subject to a formal complaint, they may be required to step down from any responsibilities at the discretion of the President until the complaint is resolved. This will not preclude the GDMHA President from convening an urgent meeting with the Board, should they consider it advisable. If the President is the subject of a formal complaint, the complaint shall be referred to another member of the Board.