



North Halton Girls Hockey Association Complaint Resolution Process

Level	Party Against Whom Complaint is Made	Addressed @ / By	Examples of Types of Complaints	Examples of Appropriate Resolutions	Notes
I	Coach, player, parent	Team Level – Head coach, manager or Parent Liaison, any other coaching staff as appropriate	Ice time, issues between players, dressing room conduct, attendance issues, breaking team rules, minor misconduct	Discussion and mutual agreement. Verbal or written warning Rep players may be suspended by coach for breaking team rules (PeeWee and above). Max 1 game.	Complaint may be written or verbal. Written report to Director of HL or Rep (as applicable) If complaint cannot be resolved, escalate to Level II
II	Coach, player, parent, referee	Rep Director or HL Director as appropriate Any complaints against referees will be referred to referees association by NHGHA	1) Unresolved Level I complaints 2) Any complaints against referees 3) Any complaints alleging serious misconduct	Verbal or Written warning. Probation. Suspension of coaches or players Players, coaches or parents may be asked to take appropriate training	1) Complaint must be written using NHGHA Complaint Intake form 2) Is training or education appropriate ? (eg. Speak out) 3) Resolution must be submitted in writing to VP1 4) If complaint cannot be resolved, escalate to Level III 5) Complaints re on-ice judgement calls by referees will NOT be considered



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III	Coach, player, parent or executive member	<p>Discipline Committee (VP1 and minimum of two other league members pending any conflicts of interest)</p> <p>Any legal issues will be referred to police.</p>	<p>1) Unresolved Level II complaints</p> <p>2) Any complaints against executive members</p> <p>3) Any complaints involving Harassment, Abuse, Bullying or Hazing (see definitions attached) or of a legal nature</p> <p>4) Anyone in breach of league rules or policies that cannot appropriately be addressed at previous Levels</p> <p>5) Level II or III Repeat offenders</p>	<p>Verbal or Written warning.</p> <p>Probation.</p> <p>Suspension of coaches or players</p> <p>Players, coaches or parents may be asked to take appropriate training</p> <p>Parents may be suspended from attending games.</p> <p>In extreme cases, player, parents, coaches or executive members may be banned from association</p> <p>Revision of Association policies, rules and guidelines</p>	<p>1) Complaint must be written using NHGHA Complaint Intake form</p> <p>2) Is training or education appropriate ? (eg. Speak out)</p> <p>3) Resolution must be submitted in writing to VP1</p> <p>4) Any of the following resolutions recommended by the Discipline committee must be approved by a majority of the executive: a) suspensions > 5 games, expulsion from league, banning from arena.</p>
IV	Coach, player, parent or executive member	OWHA	Complaints that cannot be resolved at the Association level.	OWHA may uphold, overturn or modify any resolutions made at the Association Level	At any time, a complaint can be escalated to the OWHA. It must be in written form using the OWHA complaint intake form.



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The following definitions are extracted from the OWHA Policy on Harassment, Abuse, Bullying and Misconduct. Please review and understand these definitions if they are forming the basis for your complaint.

Bullying

Bullying describes behaviours that are similar to harassment, but occur between children that are not addressed under human rights laws. Bullying can be broken down into six categories:

1. **Physical Bullying:**

Hitting, shaking, shoving, kicking, spitting on, grabbing, beating others up, damaging or stealing another person's property; used most often by boys.

2. **Verbal Bullying:**

Name calling, hurtful teasing, humiliating or threatening someone, degrading behaviors; may happen over the phone, through text messaging or chat rooms, through social media sites, in notes or in person.

3. **Relational Bullying:**

Trying to cut off victims from social connection by convincing peers to exclude or reject a certain person, spreading rumours or giving the "silent treatment; used most often by girls. This may happen in person, over the phone, through the computer.

4. **Discriminatory Bullying:**

Discriminatory bullying targets people because of their sexual orientation, ethnicity, gender identity, skin colour, religion, weight, appearance, disability, nationality or other things that are perceived to make them "different".

5. **Reactive Bullying:**

Engaging in bullying as well as provoking bullies to attack by taunting them

6. **Cyber Bullying:**



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Involves the use of information and communication technologies such as email, cell phones and text messaging, camera phones, instant messaging, social networking sites such as Facebook, Twitter, Instagram, Tumblr, Flickr, Myspace etc., defamatory personal websites (such as Network 54), or other forms of electronic information transfer to support deliberate, repeated and hostile behaviour by an individual or group that is intended to harm others, threaten, harass, embarrass, socially exclude or damage reputations and friendships.

Bullying is not...

- Conflict between friends
- An argument between people of equal power
- Accidental
- Normal relational development challenges
- A “one-time” event (usually)
- Friendly teasing that all parties are enjoying
- Something people grow out of

Bullying is...

- Hurting behaviours based on oppression and “meanness”
- Based on power differentials
- Intentionally harmful
- Intense and long in duration
- Repeated over time (generally)
- Oppressive – isolates victims
- Caused by many factors and behavioural challenges

Harassment

Harassment is defined as conduct, gestures or comments which are insulting, intimidating, humiliating, hurtful, malicious, degrading or otherwise offensive to an individual or group of individuals which create a hostile or intimidating environment for work or sports activities, or which negatively affect performance or work conditions. Any of the different forms of harassment must be based on a prohibited ground of discrimination in the Ontario Human Rights Legislation, including race, ethnicity, colour, religion, age, sex, marital status, family status, disability, pardoned conviction and sexual orientation.



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Types of behaviour which constitute harassment include, but are not limited to:

- Unwelcomed jokes, innuendo or teasing about a person's looks, body, attire, age, race, religion, nationality, sex or sexual orientation.
- Condescending, patronizing, threatening or punishing actions, **based on a ground of discrimination**, which undermine self-esteem or diminish performance.
- Practical jokes **based on a ground of discrimination**, which causes awkwardness or embarrassment, endanger a person's safety or negatively affects performance.
- Unwanted or unnecessary physical contact including touching, patting or pinching (in the case of minors, this is defined as abuse under the Child and Family Services Act).
- Unwelcome flirtation, sexual advances, requests or invitations (if minor involved, covered under Child Protection Legislation).
- Behaviours such as those described above which are not directed towards individuals or groups but which have the effect of creating a negative or hostile environment.

What is criminal harassment?

Criminal harassment—often known as stalking—involves following another person; monitoring them or someone close to them, or their home; contacting them repeatedly against their wishes or threatening them. For a charge of criminal harassment to be laid, the victim must have reason to fear for his/her safety (or the safety of someone else) and the perpetrator must know - or could reasonably be expected to know—that the victim is fearful (Family Violence in Canada, A Statistical Profile, 2001).

Criminal charges may also be laid in harassment cases if a person has been physically or sexually assaulted.

Abuse

Child abuse is any form of physical, emotional and/or sexual mistreatment or lack of care, which causes physical injury or emotional damage to a child. A common characteristic of all forms of abuse against children and youth is an abuse of power or authority and/or breach of trust.

1. Emotional Abuse

Emotional abuse is a chronic attack on a child's self-esteem; it is psychologically destructive behaviour by a person in a position of power, authority or trust. It can take the form of name-calling, threatening, ridiculing, berating, intimidating, isolating, hazing or ignoring the child's needs but it is not simply benching a player for disciplinary reasons, cutting a player from a team after tryouts, refusing to transfer a player, limiting ice time and yelling instructions from the bench.



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2. **Physical Abuse**

Physical abuse is when a person in a position of power or trust purposefully injures or threatens to injure a child. This may take the form of slapping, hitting, shaking, kicking, pulling hair or ears, throwing, shoving, grabbing, hazing or excessive exercise as a form of punishment.

3. **Neglect**

A general definition of neglect is the chronic inattention to the basic necessities of life such as clothing, shelter, nutritious diets, education, good hygiene, supervision, medical and dental care, adequate rest, safe environment, moral guidance and discipline, exercise and fresh air.

Some examples of neglect occurring in a sport environment are:

- - *Inadequate Shelter/Unsafe Environments*: Failure to maintain equipment or facility; forcing athletes to participate without proper protective equipment.
- - *Inadequate Clothing*: Preventing athletes from dressing adequately for weather conditions or making them stay in wet clothes as punishment following a game.
- - *Inadequate Supervision*: Leaving young athletes unsupervised in a facility or on a team trip (OWHA Two Deep Policy).
- - *Lack of Medical/Dental Care*: Ignoring or minimizing injuries; ignoring medical advice; not seeking medical or dental attention when warranted.
- - *Inadequate Education*: Encouraging athletes to not do homework, to not attend school, or to drop out.
- - *Inadequate Rest*: Overdoing or increasing workouts as punishment; prohibiting adequate sleeping or resting time.
- - *Inadequate Moral Guidance & Discipline*: Not providing adequate supervision during team functions; hiring strippers or prostitutes; offering pornography to young athletes.

4. **Sexual Abuse**

Sexual abuse is when a child is used by a child with more power or an adult for his or her own sexual stimulation or gratification. There are two categories of sexual abuse: contact and non-contact.

Contact

- Touch and fondled in sexual areas



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- Forced to touch another person's sexual areas
- Kissed or held in a sexual manner
- Forced to perform oral sex
- Vaginal or anal intercourse
- Vaginal or anal penetration with object or finger
- Sexually oriented hazing

Non-Contact

- Obscene calls/remarks on a computer, cell phone or in notes
- Voyeurism
- Shown pornography
- Forced to watch sexual acts
- Sexually intrusive questions or comments
- Indecent exposure
- Forced to pose for sexual photographs or videos
- Forced to self-masturbate
- Forced to watch others masturbate

Duty to Report

Abuse and neglect are community problems requiring urgent attention. The Ontario Women's Hockey Association (OWHA) is committed to help reduce and prevent the abuse and neglect of participants. The OWHA realizes that persons working closely with children and youth have a special awareness of abusive situations. Therefore these people have a particular reporting responsibility to ensure the safety of Canada's young, by knowing their provincial protection legislation and following through as required.

The Province of Ontario has mandatory reporting laws regarding the abuse and neglect of children and youth, which are contained in Section 72 of the Child and Family Services Act (CFSA). Consequently, it is the policy of the OWHA that any OWHA personnel (part-time and full-time staff, volunteer, participant, team official, on ice official) or OWHA partner (parent, guardian) who, has reasonable grounds to suspect that a participant is or may be suffering or may have suffered from emotional, physical abuse and neglect and/or sexual abuse shall immediately report the suspicion and the information on which it is based to the local child protection agency and/or the local police detachment. In Ontario a person is considered a child up to the age of eighteen.



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Those involved with the OWHA in providing hockey opportunities for participants understand and agree that abuse or neglect, as defined above, may be the subject of a criminal investigation and/or disciplinary procedures. Failure to report an offence and thereby, failure to provide safety for participants may render the adult who keeps silent legally liable for conviction under the CFSA.

Hazing

Hazing is an initiation practice that may humiliate, demean, degrade or disgrace a person regardless of location or consent of the participant(s).

Misconduct

Misconduct refers to the behaviour or a pattern of behaviour that is found, by a formal (for example an independent investigation) or informal process (i.e. for example an internal fact finding), to be contrary to the OWHA Code of Conduct and that is not harassment, abuse or bullying.