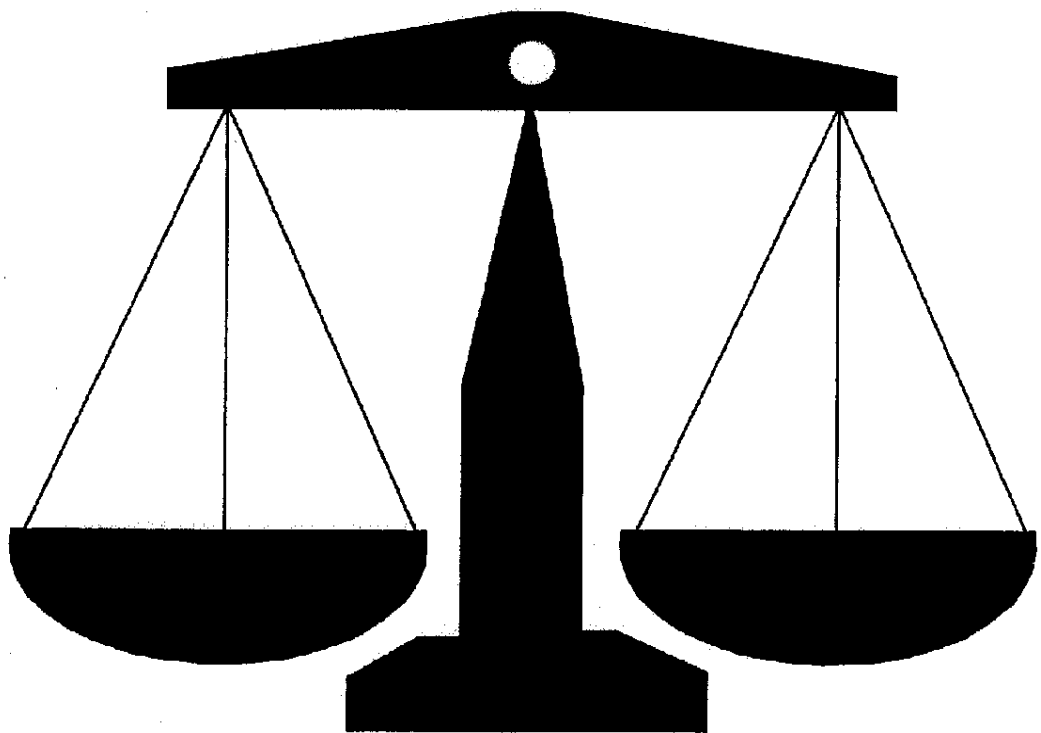


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NVMHA
Approved by the Board of Directors
February 11th 1999

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NVMHA COMPLAINT POLICY – February 1999

I. PREAMBLE

A. The "Hockey" Volunteer World

1. Fair Treatment

More and more today, whether in sport or in the workplace, people are increasingly demanding that they be treated fairly and equally with others. As a society we are acutely aware of what we consider to be our "rights" and we have little trouble articulating ourselves on the issue. While this is healthy, it clearly places more demands on organizations such as ours to ensure that there are policies in place to ensure fair treatment. This involves defining what "fairness" and what "equal treatment" mean within the hockey context at any given time. The equally important corollary of rights is, of course, responsibilities. This means that each of us has a part to play in the successful operation of this common cause – our hockey association.

2. Common Sense Approach to Problem-Solving

In the game of hockey there is not necessarily only one right way of doing things; witness the state of international hockey. There is no perfectly objective standard by which coaches and players can be reliably measured against their peers. Coaches have different styles and systems. Players may have weak technical skills but enormous grit and leadership qualities. Accordingly, whether it be the process for selecting coaches for all of our teams or for selecting players for representative teams, there will always be a measure of subjectivity in the exercise of judgement. Given the competitive nature of the game, and the expectations of parents, players and coaches, disagreements among these participants with regard to the various hockey philosophies, policies and discretionary decisions are not uncommon. In most cases these disagreements are resolved through common sense rather than resorting to a formal complaint process. However, there will always be matters which, because of their seriousness, will require a more formal process. This policy lays out NVMHA's formal process.

3. Nature of Complaints

Prior to setting-up a formal complaint process it is important to consider the nature of the complaint before determining the degree of procedural fairness required in a minor hockey context. In situations where serious misconduct has been alleged, the principles of natural justice must be incorporated into the disciplinary and appeal procedures. However, in circumstances where the complaint relates more to the application of policy or to discretionary matters, we believe that adopting similar formal procedures and appeal processes would be unmanageable. Organizations such as ours cannot operate effectively, and for the betterment of all our members, if every decision by a coach or other official can be subject to never ending challenges by disgruntled parents. While it is important to ensure a fair process for dealing with legitimate complaints, it is also important that the process itself not lead to abuse or bring the organization to a standstill.

4. Complaint Categories

For the purposes of this Policy we divide complaints into three rough categories: disagreements with Association policy, disagreements arising out of the application of these policies – often through the exercise of discretion – and misconduct.

B. Association Policy

1. External Policy

External policy arises out of our membership in related organizations, such as Lions Gate League (LGL), Pacific Coast Amateur Hockey Association (PCAHA), British Columbia Amateur Hockey Association (BCAHA), or the Canadian Hockey Association (CHA). As members of these organizations we are required to follow their rules and regulations. Each Association or League holds an annual general meeting at which member organizations – such as ours – vote on resolutions to change these rules. As well, all British Columbia associations are governed by the provisions of the Society Act.

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2. Internal Policy

Internal policy is generated by your elected members – the Board of Directors. Each year we elect ½ of our Directors for a two-year term. Policy is set by the Board of Directors at its monthly meetings. Our annual general meeting provides a formal mechanism for electing new members to the Board and for raising issues of policy. Policies may be formally changed at this time or at any time by a member organising a “general meeting” where members may vote on suggested resolutions [NVMHA By-Law 3]. Obviously, during the course of the year, members can also suggest informally that changes to policy be made by discussing an issue with a Director or writing to the Secretary of the Board asking that the Board consider a matter.

C. Exercise of Discretion

Once policy is in place it is up to the various officials – coaches, managers, referees, Board members, etc. – to apply it. Often, this is easier said than done. No policy covers every possible situation, nor should it. For this reason, all of us must keep things in perspective and remember that hockey is a game. Although we acknowledge a need to have a process for dealing fairly with the improper exercise of discretion, organizations such as ours do not have the resources – financial or otherwise – to deal with perceived injustices resulting from discretionary decisions where the discretion has been exercised properly; that is, where the person making the decision is not biased, has taken into account all proper considerations, and has not taken into account any irrelevant considerations.

Undoubtedly, mistakes will be made from time to time in coach and player selections, practice and game scheduling, etc. We hope these mistakes will be rare. However, there has always been, and we believe there always will be, members of our Association who will be unhappy with the discretionary decisions of coaches or other officials. *Before rushing to make a formal complaint please remember that our organization consists solely of volunteers whose good faith is rarely in question.* Making decisions is always more difficult than analyzing them from the sidelines. Before criticising, try to learn the rationale behind the decision you do not like. There may well be factors involved that you were not aware of.

D. Misconduct

1. Misconduct

There have been, for many years, policies in hockey that allow for the discipline of coaches, players, or other members of the hockey community who have been accused of misconduct. In serious cases the President may suspend a member. The matter is then referred to the Discipline Committee for hearing. From there an appeal lies to our Board with, under certain circumstances, a further appeal to the BCAHA.

2. Harassment and Abuse

Since the revelations of sexual abuse by Sheldon Kennedy in 1997, the issue of harassment and abuse (See the definitions in s. IV) of players has come to the fore. The CHA has expended, and continues to expend, a tremendous amount of energy towards ensuring the safety of our children when they play hockey. The CHA has developed a teaching program for coaches and hockey administrators – **Speak Out!** – as well as harassment and abuse policies. The BCAHA, and many other local hockey associations, also have developed harassment and abuse policies.

E. NVMHA Complaint Policy

1. Ombuds Committee

In June 1997 we introduced an Ombuds Committee to handle non-disciplinary complaints in a structured but more informal fashion. This has proven successful so far. The Ombuds Committee has the power to make a recommendation on how a matter should be resolved. It is a recommendation – not a binding decision. While the Board has the discretion to consider a request for a review of an Ombuds Committee recommendation it will generally only do so where it considers the matter to involve either a significant issue generally or where the matter has a significant effect on an individual.

2. Disciplinary and Non-Disciplinary Complaints

Due to the importance of harassment and abuse issues we have decided to enlarge upon our previous methods of handling complaints and have developed this NVMHA Complaints Policy. This Policy allows

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for two streams into which complaints may flow. A diagram of this process is located immediately following this section. Essentially, where the issue is one involving serious misconduct or other serious matter, there will be a full appeal process. Less serious matters will be referred to the Ombuds Committee which will make a recommendation.

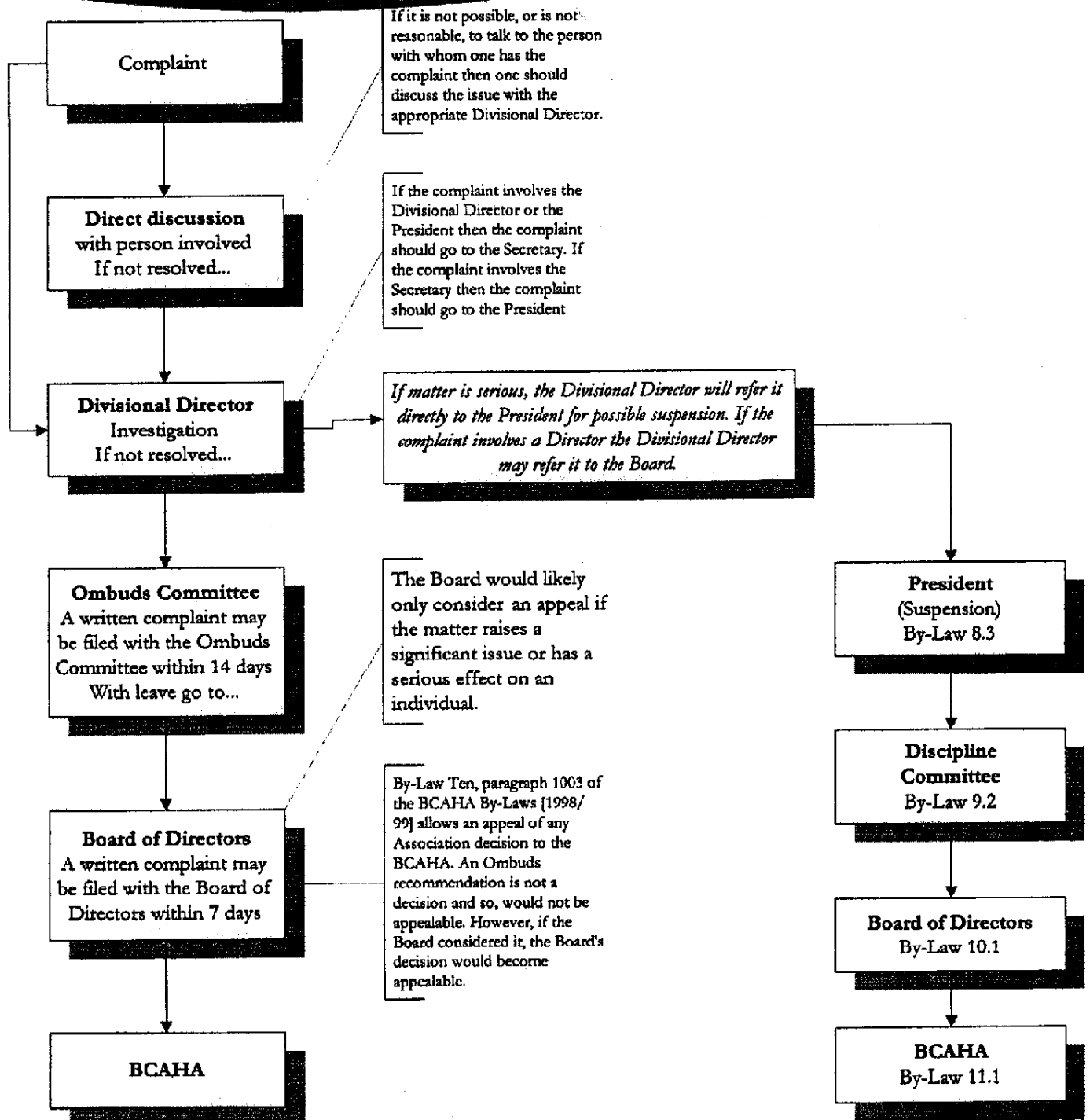
3. Complaint Approach Two-fold

This new policy incorporates complaints of harassment and abuse but puts them within the over-all rubric of complaints rather than into a separate policy. We did not wish members or players to have to consult two different policies or have to decide, before going forward with a complaint, which policy they should proceed under. By adopting this approach we do not mean to diminish the importance of complaints about harassment or abuse but rather wish to simplify the act of making a complaint. When a complaint of harassment or abuse is made it shall be dealt with either through the disciplinary or the Ombuds process depending on the seriousness of the complaint.

4. Complaints against Directors

Section 7 of the NVMHA By-Laws outlines powers of the Board to deal with behavioural and other issues concerning elected or appointed Directors. Complaints made against Board Directors may be dealt with by the Board depending upon the nature of the complaint.

NVMHA COMPLAINT HANDLING PROCEDURE



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II. HARASSMENT AND ABUSE POLICY STATEMENT

1. Abuse Unacceptable

Within a hockey association, power differences exist between or among officials, parents, and players. Where one person has power or authority, implied or explicit, over another there is an increased potential for harassment or abuse issues to arise. NVMHA wishes to ensure that all players and members are provided with the opportunity to enjoy minor hockey in an enjoyable, safe, and sportsmanlike environment. Protecting participants from all forms of abuse whether emotional, physical or sexual, is an important element of safety. We consider any form of abuse to be unacceptable and will do what we can to prevent it.

2. Harassment Actively Discouraged

As well as preventing abuse, NVMHA wishes to provide a sport environment which promotes equal opportunities and prohibits discriminatory practices. Harassment can be a form of discrimination which is prohibited by human rights legislation in Canada. A sport environment which actively discourages harassment and builds relationships based on trust and mutual respect, is an environment which discourages the abuse of children and youth, and encourages the overall development of the individual.

3. Where Harassment or Abuse can Occur

For the purposes of this policy, harassment or abuse can occur in the following places:

- at sporting events, competitions, practices and training sessions;
- at the organization's business functions, such as meetings,
- conferences, training sessions, and workshops;
- during NVMHA-related travel;
- over the telephone;
- elsewhere, if the person harassed is there as a result of NVMHA-related responsibilities or a NVMHA-related relationship.

4. Other Remedies and Duties to Report

Notwithstanding this policy, there may be other avenues a person might take to pursue a complaint of harassment or abuse. The British Columbia Human Rights Code [RSBC 1996 s. 8] contains prohibitions against discrimination. The Criminal Code of Canada prohibits sexual abuse. The Child, Family and Community Service Act [RSBC 1996 s. 14] imposes a duty on anyone witnessing child abuse to report that to the Ministry of Children and Families. These rights and duties may be taken even when steps are being taken under this policy. As well, any member or player with any concerns should consider contacting a lawyer for advice.

5. Everyone Must Make An Effort

Achieving a harassment and abuse free environment in a volunteer organization will take the effort of all of us in the Association. NVMHA expects every parent, volunteer and staff member to take all reasonable steps to safeguard the welfare of its participants and protect them from any form of maltreatment.

III. PRINCIPLES OF COMPLAINT POLICY

1. Who the Policy Applies to

This policy applies to all players and members of NVMHA. A member is defined in By-Law 1 as a person who has paid the prescribed fee and is a parent or guardian of a player or is a person over the age of 19 who is actively involved in the general work of the Association.

2. Policy Based on Natural Justice

This Policy will be interpreted, administered, and applied in conformity with the principles of procedural fairness and natural justice. In particular:

- All parties will be advised of the provisions of this Policy and of the procedures available to them.
- A complainant that requests the Association to assist in the resolution of a complaint through investigation must be prepared to be identified to the person being complained against where appropriate.
- All parties must be given the opportunity to present evidence in support of their positions and to defend themselves against allegations.

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- All parties may be represented or accompanied by legal counsel, a support person, or a representative of their choosing throughout the procedures set out in this Policy. Children must be accompanied by an adult of their choosing.

3. Confidentiality

While all allegations should be treated with confidentiality, allegations of harassment or abuse – particularly sexual harassment or abuse – often involve the collection, use, and disclosure of sensitive personal information. Confidentiality is required so that those who have been harassed will feel free to come forward. Confidentiality is also required so that the reputations and interests of those accused of harassment are protected. Subject to any limits or disclosure requirements imposed by law or required by this Policy, any and all information, oral and written, created, gathered, received or compiled through the course of a complaint is to be treated as confidential by the parties, their representatives, witnesses, and the officials designated by this Policy. As well:

- Information concerning a complaint may be provided to appropriate Association officials on a need-to-know basis.
- Any person breaching confidentiality may be subject to disciplinary sanction or other appropriate action.

4. Member Responsibilities

- All members of the Association have the responsibility to respect the rights of others.
- All members of the Association will be treated equitably under this Policy.
- All matters arising under this Policy will be dealt with in a fair, unbiased and timely manner.
- This Policy is not intended to interfere with ordinary social or personal relationships among members of the Association.
- This Policy is not to be interpreted, administered, or applied in such a way as to detract from the right and obligation of those in the Association to manage and discipline officials and players pursuant to other established policies and procedures.
- Either party to a complaint may object to the participation of a person in the administration of this policy on grounds of conflict of interest or reasonable apprehension of bias.

5. Reprisal Mechanisms

Frivolous, vexatious, or malicious complaints of harassment or abuse may themselves constitute harassment or abuse and may result in discipline to the person making the original complaint.

IV. DEFINITIONS

Child 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. In British Columbia a person is considered a child up to the age of 19 years.

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 legitimate needs.

Physical Abuse.

Physical abuse occurs when a person in a position of power or trust purposefully injures or threatens to injure a child or youth. 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.

Neglect

Neglect is 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. This may occur in hockey when injuries are not adequately treated or players are made to play with injuries, equipment is inadequate or unsafe, water is denied, no-one intervenes when team members are persistently harassing another player, or where road trips are not properly supervised.

NVMHA COMPLAINT POLICY – February 1999

Sexual Abuse.

Sexual abuse occurs when a young person is used by an older child, adolescent or adult for his or her own sexual stimulation or gratification.

Harassment.

Harassment is defined as conduct, gestures or comments which a reasonable person would find insulting, intimidating, humiliating, hurtful, malicious, degrading or otherwise offensive. Any of the different forms of harassment may be based on the grounds prohibited in human rights legislation, such as race, ethnicity, sex, sexual orientation and religion. Harassment may occur between peers (e.g.: player to player of the same age group, parent to official, coach to coach) or between someone in a position of power or authority and a person in a subordinate position (e.g.: coach to player).

The following is a non-exhaustive list of examples of harassment:

- unwelcome jokes, innuendo or teasing about a person's body, looks, race, sexual orientation etc;
- condescending, patronizing, threatening or punishing actions which undermine self-esteem;
- practical jokes which cause awkwardness or embarrassment, or may endanger a person's safety;
- any form of hazing;
- ** unwanted physical contact including touching, patting, pinching;
- ** unwanted conduct, comments, gestures or invitations of a sexual nature which are likely to cause offence or humiliation, or which might on reasonable grounds be perceived as placing a condition of a sexual nature on an opportunity for training or advancement;
- ** sexual assault or physical assault

** It is important to note that these behaviours when directed towards a child or youth, may constitute abuse under child protection legislation. This may also be true of other behaviours, for example, certain hazing practices. In such cases, there may be a duty to report (See Other Remedies and Duties to Report II 4).

Reasonable Person Standard

When determining whether harassment or abuse has occurred a reasonable person standard shall be used. A reasonable person standard means whether a reasonable person in roughly the same position as the complainant would judge harassment or abuse to have occurred as a result of behaviour or pattern of behaviour.

V. COMPLAINT PROCEDURE

A. Who Can Complain

Given the competitive nature of the game of hockey, the expectations of its participants, the individuality of players and coaches and the various coaching styles and methods, the Association acknowledges that disputes among the game's participants will undoubtedly occur from time to time. The Association strongly encourages the parties to such disputes, where appropriate, to seek a resolution through direct discussions and the exercise of common sense before resorting to the formal complaint and appeal procedures set out in this Policy. However, any player, parent, coach, manager or other Association member shall be entitled to make a complaint to the Association in accordance with this Policy.

B. Types of Complaints

1. Formal Complaints

Where the conduct or decision complained of is adjudged to be sufficiently serious to warrant suspension or some other formal discipline the matter will be dealt with by the President under NVMHA By-Law 8.3 which states:

The President shall have the power to suspend any team, player, team official, or member for unseemly conduct on or off the ice, abusive language to any of the officials, or for failure to comply with the North Vancouver Minor Hockey Association Constitution, By-Laws and Regulations, pending review of the incident by the Discipline Committee, or a panel thereof.

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If the President suspends an individual pursuant to By-Law 8.3 there shall be a hearing in front of the Disciplinary Committee pursuant to NVMHA By-Law 9.2. Where this is the case there shall not be a right to take the matter to the Ombuds Committee. Decisions of the Discipline Committee are appealable to the Board pursuant to By-Law 10.1. Decision of the Board are appealable to the BCAHA pursuant to By-Law 11.1

2. Informal Complaints

All other conduct or decisions which are not dealt with by the President are considered to be informal complaints and shall be handled in the following manner.

C. The First Step: Informal Discussion

Any member or player who has a complaint is encouraged to discuss his/her concern with the person causing it. If, after discussing the concern with the person perceived to be causing it, the complainant remains dissatisfied, or where it would be inappropriate to discuss the concern with the person causing it, the complainant shall discuss the concern with his or her Divisional Director. Where the complaint does not stem from a Divisional matter, or if the complaint concerns the Divisional Director or President, the complainant shall discuss the matter with the Board Secretary. Where the matter concerns the Board Secretary the complainant shall discuss the matter with the President.

Complaints made against Board Directors may be dealt with by the Board depending upon the nature of the complaint.

D. Interim Measures Requirement

It may be necessary that interim measures be taken while a complaint is being handled. Such measures will be precautionary, not disciplinary. Interim measures may be initiated by the Divisional Director, Secretary, or President as the case may be. If the Divisional Director believes that the complaint is sufficiently serious as to merit possible suspension, the matter shall be referred immediately to the President for consideration. [See Section "B" above]

E. The Second Step: Divisional Director Investigation

The Divisional Director shall investigate the complaint as expeditiously as possible and make a decision, communicating it to the parties orally. Complaints, generally, will be of two kinds:

Conduct Complaints: The conduct of a player, parent, coach, manager or other Association official which the complainant finds objectionable.

Discretionary Decision Complaints: The decision of a coach, manager, other Association official or group by which the complainant believes he or she has been seriously aggrieved or prejudiced.

1. Conduct Complaints

The Divisional Director shall make the decision he or she believes most reasonable under the circumstances. If the Divisional Director, after investigating the complaint, believes that a coach, manager, etc. should be formally disciplined the matter must be referred to the President.

2. Procedures for Handling Discretionary Decisions

As most decisions of coaches, managers and other Association officials require the exercise of discretion, such decisions should only be altered by the Divisional Director where it is clearly shown that the decision-maker in reaching his or her decision exercised his or her discretion improperly. It is not sufficient grounds for setting aside or varying such a decision that the Divisional Director would have exercised that discretion differently and reached a different conclusion. The Divisional Director must be satisfied that the decision-maker omitted the consideration of, or misconstrued, a material fact, considered some irrelevant fact in arriving at the decision or made a decision that is unreasonable. Accordingly, a discretionary decision should not be altered unless a failure to do so would result in a serious injustice.

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a) Resolution of Improper or Wrong Discretionary Decisions

In the event a decision is found to have been improperly or wrongly made, the Divisional Director shall be entitled to:

- require that the decision-maker reconsider the decision using proper considerations; and/or
- require that another party or other parties make the decision; and/or
- in appropriate circumstances, substitute his or her own judgement in making the decision;
- vary the decision.

3. Other Procedural Guidelines

a) Rejection of Complaint

The Divisional Director may reject a complaint on the grounds that it is frivolous, vexatious, malicious.

b) Referral to Ombuds Committee

If the Divisional Director determines that the matter would most appropriately be handled by the Ombuds Committee he/she may forward it to the Committee (See the section F following).

b) Assumption of Complaint by NVMHA Board

Even if the complainant does not wish to pursue the complaint or has reached a resolution through informal procedures, the Divisional Director, or other official authorized by the Board, may decide to assume the role of complainant in a case in order to initiate an investigation. This provision is normally intended for cases involving an individual who has previously been the subject of substantiated complaints or where the issue complained of may negatively affect persons other than those involved in the particular complaint.

c) Refusal to Co-operate

If one of the parties to the complaint refuses to co-operate with the Divisional Director, he/she may either proceed with the investigation or dismiss the complaint.

d) Multiple Complaints

If more than one complaint has been made about a particular individual, the Divisional Director may decide to investigate the complaints together.

F. Ombuds Committee

1. Referral to Ombuds Committee

If, after discussing the concerns with the Divisional Director, the Board Secretary, or the President the complainant remains dissatisfied, and the matter has not been directed to the Disciplinary Committee, he/she may file a complaint with the Ombuds Committee. Equally, if the person complained about disagrees with the decision he/she may file a complaint with the Ombuds Committee.

2. Complaint Procedure and Timelines

The complaint to the Ombuds Committee shall be in writing and filed with the Association within 14 days of the decision being complained of. The completed form should be mailed to the Association at 2411 Mount Seymour Parkway, North Vancouver V7H 2Y9 or dropped off at the NVMHA office at that same address (Ice Sports – North Shore). Written complaint forms are available from any Director. A sample *Ombuds Complaint Form* is attached to this Policy as Appendix "A".

3. Ombuds Recommendation

The Ombuds Committee shall investigate the complaint as expeditiously as possible and make a recommendation as to how the complaint shall be dealt with. In reaching a decision, the Ombuds Committee will use a standard of proof corresponding to the civil burden of proof (balance of probabilities).

G. Appeal of Ombuds Recommendation to the Board

1. Complaint Procedure and Timelines

If the complainant or the person complained about disagrees with the recommendation of the Ombuds Committee he/she may make a written request to the Board that it deal with the matter. The complaint should be made in writing to the Secretary of the Association within 7 days of receipt of the Ombuds Committee's decision and should include:

- the recommendation which is being appealed;

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- the date of the recommendation;
- the relief being sought; and
- the grounds upon which the appeal is based.

2. Written Ombuds Report Requirement

Upon receipt of the written request for a review the Board shall inform the Ombuds Committee and that Committee shall prepare and deliver to the Board a written report of its review of the matter within 7 days or as soon thereafter as is reasonably possible.

3. Board Review

The Board shall determine whether to review the matter and shall advise the parties in writing accordingly.

a) Denying a Review

Generally speaking, the Board will decline to review a recommendation unless the matter involves either a significant issue generally or has a significant effect on an individual.

b) Granting a Review

Where the Board decides to review the matter it shall do so as expeditiously as possible.

c) Final Board Decision

Where the Board decides to hear the appeal it shall advise each party of its decision in writing as soon as possible. These decisions will be kept on file.

H. Appealing Board Decision to the BCAHA

The decision of the Board shall be final unless an appeal of such decision is allowed by the Constitution, By-Laws and Regulations of an affiliated body by which the Association has agreed to be bound. Where an individual disagrees with a decision of the Board he/she has the right to appeal to the BCAHA pursuant to Clause 1003 of BCAHA By-Law Ten, which states:

"Any individual wishing to appeal a suspension assessed and/or decision made by a member Association, League or Team, must first appeal to the registered Association, League or Team in question, and, if dissatisfied with the decision, may then appeal the suspension and/or decision made to the Society. The appeal shall be delivered to the Executive Director of the Society within six months from the date of the notice advising of the final decision by the member Association, League or Team."

By-Law Ten of the BCAHA also outlines the circumstances under which the BCAHA will hear an appeal.

I. General.

1. Notification of Resolution of Complaint

At any stage during the complaint or appeal proceedings, the parties may resolve the dispute outside of these proceedings. In such a case, written notification signed by all parties must be immediately delivered or mailed to the NVMHA Secretary at 2411 Mount Seymour Parkway, North Vancouver V7H 2Y9 (Ice Sports – North Shore).

2. Failure to Comply

An alleged offender or decision-maker who fails to comply with a decision made pursuant to this Policy shall be liable to immediate suspension from his or her position in the Association and, in the case of a parent, the Board may suspend a child or children of such parent from participation in the Association's programs until the parent has so complied.

3. Other Proceedings

Nothing in this Policy is intended to conflict with, or supersede, the disciplinary proceedings of the LGL, PCAHA, or BCAHA, it being understood that the procedures herein are intended to be supplementary to such proceedings.

4. Procedure for Changing Policy or Procedure

Nothing herein shall be construed to suggest that any policy or procedure of the Association can be challenged or changed by using this complaint and appeals procedure. Any change to Association policy or procedures must be sought through procedures contained in the Association's constitution, that is, through appropriate resolutions passed by the Board or the membership in a general meeting.

*NVMHA COMPLAINT POLICY – February 1999***VI. CONTACTS FOR HELP**

ORGANIZATION	PHONE #	NOTES
B.C. Human Rights Coalition	604-689-8474	
Coaches Association of B.C	604-298-3137	Organization dedicated to educating and training coaches. Resources include extensive library.
Crimestoppers Tips	1-888-222-TIPS	
Helpline for Children	Zenith 1234	
Human Rights B.C	604-660-6811	Council of Human Rights Investigates complaints of harassment on behalf of the Province.
Kids Help Phone	1-800-668-6868	24-hour crisis line for children. Staffed by counsellors.
Promotion Plus	604-737-3075	Girls and Women in Sport and Physical Activity. Advocate agency for girls and women in sport and recreation. Specializing in gender equity and women's issues.
Rape Crisis	604-255-6344	Centre Women Against Violence Against Women. 24-hour crisis line.
Rape Relief	604-872-8812	24 hour crisis line
Recreation and Sport Branch	250-356-1167	Provincial government branch responsible for sport and recreation.
Sport B.C	604-737-3025	Federation of amateur sport organizations. Leader in advocacy, professional development, and sport standards.
Victim Information	1-800-563-0808	
Victim Services Info. Line	1-800-563-0808	
Youth Against Violence	1-800-680-4264	

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Appendix "A"

VII. OMBUDS COMPLAINT FORM

Name: _____

Mailing Address: _____

Home Telephone: _____

FAX: _____

Player's Name: _____

My complaint is against the following person(s) or involves the following matter:

The persons that have been involved in trying to resolve this complaint are:

Summary of complaint:

Signature: _____

Date: _____

**PLEASE DROP THIS FORM IN THE NVMHA BOX AT, OR MAIL TO, 2411
MOUNT SEYMOUR PARKWAY, NORTH VANCOUVER, B.C. V7H 2Y9**