

# Complaint Process



## Step 1 - 24 Hour Cool Down Period

- Coaches are NOT to be approached directly after a game or practice
- *If the issue is pertaining to safety, immediate discussion will be entertained*

## Step 2 - Communicate Concerns to Parent Liaison

- Concerns are to be communicated directly to Parent Liaison
- Parent Liaison will advise of appropriate next steps
- Parent will be required to provide follow-up email documenting concern to Parent Liaison only
- Parent Liaison may reach back out to Parent confirming complaint and next steps

## Step 3 – Parent Liaison Share Concerns with Coaching Staff

- Parent Liaison will share email with Coaching Staff directly
- Parent Liaison will communicate with Coaches and determine resolution within twenty-four (24) hours of email notification
- Parent Liaison and Coaches will determine appropriate response method (Email, Meeting)

## Step 4 – Parent Liaison Communicates Response

- Parent Liaison will provide next steps directly to Parent including facilitating a meeting directly with coaching staff if needed
  - If face to face meeting is required, the Coaching Staff, Parent Liaison and Parent MUST attend. Travel Board Representative(s) may attend depending on severity of the complaint
  - Complaints will be received and managed on an individual family basis only
  - If the Parent is NOT satisfied with the response, they are to follow the TSHMA Grievances Process
    - Email Formally submitted to the VP of Travel, [Page 21 - TSHMA Travel Handbook](#)
- **Issues NOT Considered:** Parental Ice Time frustrations, Lines, Individual Goals, Other Players
- **Team Goals** - If we take care of team goals, individual goals will take care of themselves

### Complaint Escalation Points

Level 1 – Parent Liaison

Level 2 – Team Coaching Staff

Level 3 – VP of Travel

# Code of Conduct



## Expectations:

- Explicit language during team activities – games, practices or events will NOT be tolerated
- Players are to be respectful including opposing teams and their families when at home or on the road
- Parents are to promote positive reinforcement and avoid sharing concerns / complaints with their Players
- **Social Media** – TSMHA has a **zero tolerance** policy with social media. Please keep all negative comments out of social media. Any infractions could lead to disciplinary actions including suspensions by TSMHA or OMHA
- Music played in the dressing room or during pregame warm will be tasteful and not carry explicit lyrics
- **We are ALL EAGLES – let's represent our centre the right way!**

Refer to => [TSMHA Code of Conduct](#) which includes the following:

- TECUMSEH ARENA CODE OF CONDUCT
- TSMHA WRITTEN AND CYBER BULLYING POLICY
- TSMHA ELECTRONIC DEVICES IN DRESSING ROOMS POLICY

In addition, please refer to the following documents.

- ONTARIO MINOR HOCKEY ASSOCIATION ("OMHA") CODE OF CONDUCT
  - [OMHA Code of Conduct, Risk Management and Education](#)
- [TSMHA Abuse/Harassment Policy](#)
- [TSMHA DRESSING ROOMS POLICY](#)