



Complaint Escalation and Resolution Policy and Procedure

1. Purpose

The purpose of this policy is to set out the proper procedures for reporting and escalating member complaints or issues and ensure that they are dealt with in a fair and consistent manner.

2. Scope

This Policy is applicable to all Members (Parents, Players, Coaches, team volunteers) of the Ottawa Jr. 67's AAA Hockey Club ("The Club").

3. References

HEO Minor Code of Discipline and Rules and Regulations
HEO Minor Abuse and Harassment Policy
Ottawa Jr. 67's Complaints Escalation and Resolution Procedure
Ottawa Jr. 67's Code of Conduct Policy
Ottawa Jr. 67's Social Media Policy
Ottawa Jr. 67's use of Phones and PDA Policy
Ottawa Jr. 67's Incident Report Form

4. Guideline

The following is a guideline that takes you through the steps to file a concern or complaint.

- a. Starting from the Manager Level the concern/complaint must travel up the ladder in sequence.
- b. Failure to follow the guidelines may delay a ruling on your complaint or concern. All levels will be notified if need for escalation is warranted. If a step is skipped the complaint/concern may be dismissed at the discretion of the President or VP Operations.
- c. The escalation ladder is as follows:
 - i. Team Manager
 - ii. Coach
 - iii. Team Liaison (Board Member assigned to that team)
 - iv. President or VP Operations.
 - v. Discipline Hearing Committee

5. Issue Resolution Process

Any member of the Club may raise an issue when they feel that the Club's Policies and Procedures has been violated. If the issue is in regards to a player, parent, coach or other team volunteer then follow this process:



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- a. **Step 1** – Observe the 24-hour Rule. The 24 Hour Rule is simply explained as when problems arise it is a benefit for all concerned to wait for a day before you report an issue so as to not let the emotion of a situation to get in the way of the facts. The only time this rule may be bypassed is due to behavior that poses a safety risk.
- b. **Step 2** – Try to deal with the issue at the level where it occurred. Speak to your team coach or manager regarding the issue to see if it can be resolved at that level. If the issue cannot be resolved the team or the complainant can escalate the issue.
- c. **Step 3** – Issues escalated to the Team Liaison must be done so in writing clearly identifying the concerns and the discussions which have already taken place. The Team Liaison will attempt to bring resolution to the issue. If the complainant is not satisfied with the outcome, then the issue can be escalated to the VP Operations or the Director of Risk and Safety.
- d. **Step 4** – A complaint escalated to the President or VP Operations, must be made in writing using the Incident Report Form (see appendix). It should be directed to the President or VP Operations who will then contact the complainant for any necessary clarification and will determine, in consultation with other Executives, if disciplinary actions are necessary (see Discipline and Appeals Policy and Procedure) or determine if the complaint is without merit or in his/her opinion has been satisfactorily dealt with at a lower level.

If the issue is in regards to any executive member then start the process at Step 4, except in the case that the issue involves the Club's VP Operations in which case it needs to be reported directly to the President.

The President or VP Operations is responsible to investigate all issues brought to him/her. Not every issue that is investigated will end with a disciplinary action, some cases will be found to be without merit, others may be resolved via mediation. The President or VP Operations is required to wait for a signed written complaint to be made to call a player, parent, coach or volunteer in to speak to them.