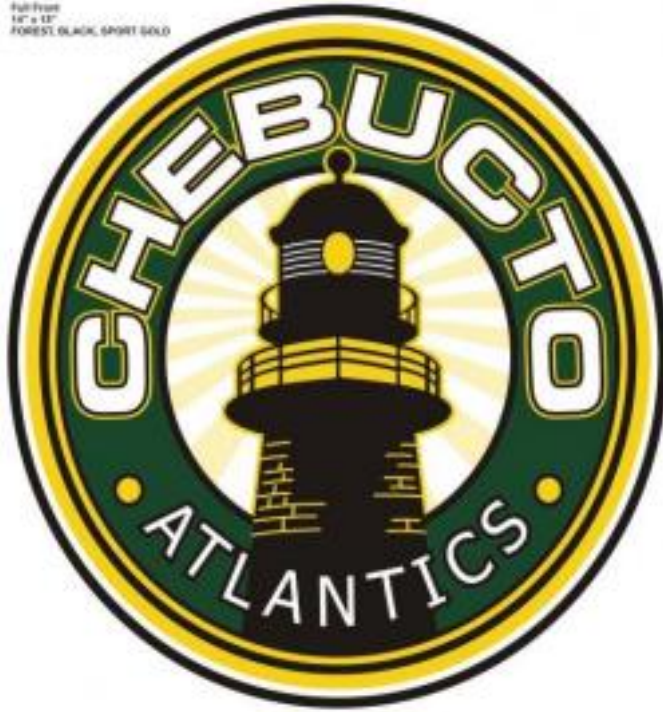


Full Front  
14" x 13"  
FOREST, BLACK, SPORT GOLD



**Complaint Resolution Process**  
**Last Update – May 18 , 2025**

# Complaint Resolution Process

Last Update: May 18, 2025

## Purpose

This process outlines how to formally submit a complaint to the Chebucto Minor Hockey Association (CMHA) and ensures that all concerns are addressed in a fair, timely, and consistent manner in accordance with CMHA's values, policies, and Code of Conduct. It provides clarity and structure to how complaints are received, reviewed, and resolved. This formal mechanism allows individuals to raise concerns in a professional and appropriate manner.

## Scope

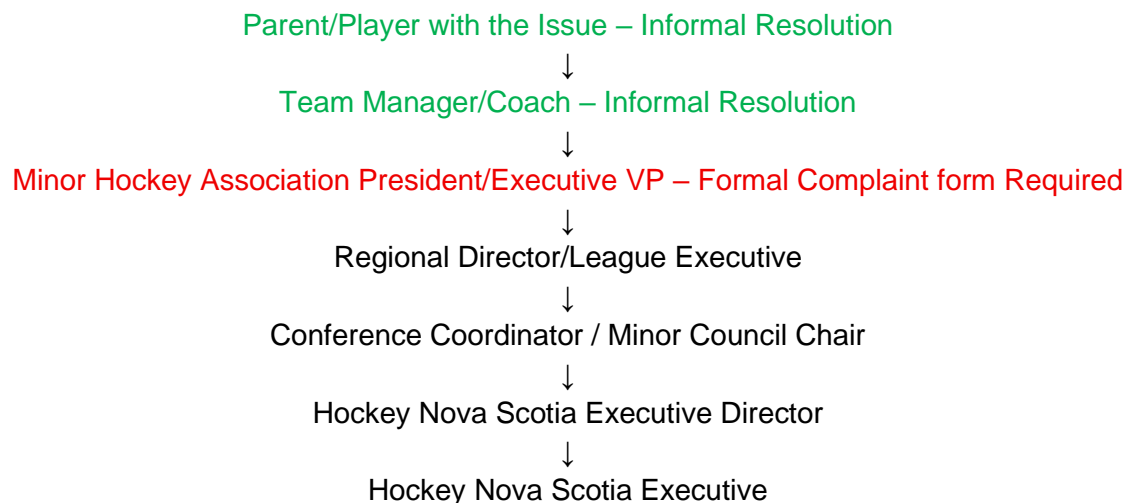
This process applies to all players, parents/guardians, coaches, officials, volunteers, and any individuals involved in CMHA-sanctioned activities or operations.

## Step 1: Attempt Informal Resolution

Whenever possible, concerns should first be addressed informally. Individuals are encouraged to speak directly with the person(s) involved or with the appropriate team staff (e.g., team manager or coach) to seek resolution.

In general, the escalation for resolution of issues will follow the below escalation path.

Informal escalation of issues past the Team Manager to the Minor Hockey Association will require the submission of a formal complaint.



If informal efforts do not resolve the concern or are not appropriate due to the nature of the issue, a formal complaint may be submitted.

**Every attempt to observe the “24-hour rule” should be made prior to any conflict resolution actions.**

The "24-hour rule" in conflict resolution is a guideline that encourages individuals to wait for 24 hours before addressing a conflict or complaint. This rule is designed to allow time for emotions to settle and for individuals to approach the situation with a clearer and more rational mindset. By waiting for 24 hours, it helps to ensure that the conversation is more constructive and less likely to be driven by immediate emotional reactions.

## Step 2: Submit a Formal Complaint

Formal complaints must be submitted in writing using the CMHA Complaints Form, located at the [Complaints Link on the CMHA website](#). The form is submitted directly to the CMHA Executive.

### Important Notes:

- Complaints submitted by email, social media, verbal communication, or any method other than the official CMHA Complaints Form **will not be considered**.
- **Anonymous complaints will not be accepted or reviewed.** Complainants must provide their full name and contact information.
- Complaints should be filed within 14 calendar days of the incident, unless exceptional circumstances apply.
- Every attempt should be made to ensure each complaint addresses a specific issue or concern.

### Required Information:

1. Complainant's Information
  - Full name
  - Relationship to CMHA (e.g., parent, coach, player, official)
  - Contact details (email and phone number)
2. Date and Time of the Incident
3. Location of the Incident (specific arena or venue)
4. Individuals Involved (names and roles of all parties directly involved)
5. Detailed Description of the Complaint
  - Factual account of the concern
  - Witness names and contact info (if any)
  - Description of informal resolution attempts
6. Supporting Information
  - Links to evidence (screenshots, emails, chat logs, etc.)
  - No file uploads are permitted at this time
7. Requested or Recommended Action

## Step 3: Acknowledgment and Review

Upon receipt of a complaint submission CMHA will:

- Acknowledge receipt within 5 business days
- Review for completeness
- Request more information if needed

## Step 4: Investigation and Outcome

The CMHA Executive Vice President and/or President will form an investigative committee of no fewer than two members of the CMHA Executive, at their discretion.

The committee will conduct a fair review that may include:

- Interviews with involved parties
- Review of relevant evidence
- Reference to CMHA policies

Where interviews are determined to be required, they will be conducted according to the following format guidelines unless there are exceptional circumstances.

### **Interview Location:**

Interviews will be held in person at Spryfield Lions Arena or virtually via Zoom/other secure platforms when in person meetings cannot be accommodated due to physical or other disability reasons.

### **Recording Notice:**

Meetings may be recorded for internal review. Participants will be notified where recordings are used.

### **Communication Protocol:**

Only direct verbal communication will be used (in-person or virtual) for investigative purposes.

Email debates or other such non-real time exchanges will not be considered or entertained as part of investigative communication.

CMHA will at its discretion use email to document timelines and/or summaries of activities as appropriate.

CMHA will use email to communicate resolution outcomes to all involved stakeholders upon conclusion of the investigation.

Every attempt will be made to provide a resolution outcome within 30 days of acknowledgement of a complaint. In cases where this is not achievable or possible, a revised timeline will be communicated.

## Step 5: Appeal Process

- If any party is not satisfied with CMHA's outcome, complaints can be submitted to the Hockey Canada Independent Third Party (ITP):
- [🔗 Hockey Canada ITP](#)

## Confidentiality and Privacy

- All complaints will be handled with utmost discretion. Information will only be shared with those necessary for investigation.

## Non-Retaliation

- Retaliation against any person filing a complaint in good faith is strictly prohibited and subject to disciplinary action.