



TASA MINOR HOCKEY ASSOCIATION

# Complaints and Discipline Process

## Escalation hierarchy

### 1 Team Manager

Initial review

### 2 Division VP

Division review  
Risk VP is informed

### 3 Risk VP

Formal review or Discipline Committee

### 24-HOUR COOLING-OFF PERIOD

Except for urgent safety or mandatory escalation matters, individuals must wait 24 hours before raising a complaint.

## 1. General Requirements

- Complaints must follow the escalation hierarchy unless the issue is urgent, involves a conflict of interest or is a mandatory escalation matter.
- A complaint that moves beyond the Team Manager must be in writing by email.
- Information must be shared only with those who need it to review, decide or implement the outcome.

## 2. Step 1: Team Manager

The Team Manager is the first point of contact for routine team concerns.

- Use discretion to accept the complaint verbally or ask the complainant to submit it by email, depending on the circumstances.
- Review the concern, speak with the people involved as needed and try to resolve it at the team level.
- After addressing the concern, send the complainant a brief email confirming the concern, the response and whether the matter is considered resolved. This provides a record if the issue resurfaces.
- If the complainant is not satisfied, they must advise the Team Manager who will then escalate the complaint and relevant background to the Division VP.

**Bypass:** If the complaint involves the Team Manager or Head Coach, it may be emailed directly to the Division VP.

## 3. Step 2: Division VP

The Division VP reviews complaints that cannot be resolved at the team level or that involve the Team Manager or Head Coach.

- Review the available information and take reasonable steps to understand and resolve the concern.

- Keep a brief record of the action taken and outcome.
- Escalate the matter to the Risk VP if it is unresolved, serious, recurring, may require discipline or involves a conflict of interest.

#### **KEEP THE RISK VP INFORMED**

The Division VP must inform the Risk VP of every complaint or significant concern that reaches them, even when the Division VP expects to resolve it. This keeps the Risk VP aware of emerging or recurring issues and prepared if the matter is later escalated. Routine matters remain with the Division VP unless further support or escalation is needed.

**Bypass:** If the complaint involves the Division VP, it must be emailed directly to the Risk VP.

### **4. Step 3: Risk VP**

The Risk VP reviews escalated complaints and determines the next step.

- Review the complaint and prior efforts to resolve it.
- Gather additional information if needed.
- Resolve the matter directly where appropriate.
- Form a Discipline Committee where a formal disciplinary decision is required.

### **5. Mandatory Immediate Escalation**

#### **DO NOT WAIT 24 HOURS**

Concerns involving participant safety, suspected abuse or maltreatment, harassment, discrimination, threats, criminal allegations, child protection, Safe Sport or significant legal or reputational risk must be reported immediately to the President and Risk VP.

These matters do not need to follow the normal hierarchy and may also need to be reported to Hockey Nova Scotia, Hockey Canada, law enforcement, child protection authorities or another appropriate body.

### **6. Discipline Committee**

When a formal disciplinary decision is required, the Risk VP will appoint a three-person Discipline Committee from the following eligible executives:

- President
- Vice President
- Risk VP
- Competitive VP
- Recreational VP
- U9 VP
- U7 VP

Committee members must not be involved in the complaint and must not have an actual or perceived conflict of interest.

The Committee will:

1. Review the written complaint and relevant information.
2. Give the complainant and the person who is the subject of the complaint an opportunity to provide information.
3. Decide the matter by majority vote.

4. Document the decision and any required action.

### Communicating the Decision

- The person who is the subject of the complaint will receive the decision and any expectations, conditions or disciplinary action that apply to them in writing.
- The complainant will be advised that the review is complete and whether the complaint was substantiated, in whole or in part. They will not receive confidential details about discipline, corrective action or personal information concerning another person.
- Team Manager, coaching staff or other bench staff will be informed only where, and to the extent, needed to implement the decision or manage team operations.
- Other individuals will be informed only where required for safety, governance, legal or governing-body purposes.

A person who wishes to pursue the matter outside TASA may use the Hockey Nova Scotia complaints and investigations process: [Complaints and Investigations | Hockey Nova Scotia](#)

## 7. Confidentiality and Records

- Complaint details will be shared only on a need-to-know basis.
- The Risk VP will maintain the formal record of matters escalated to the Risk VP or Discipline Committee.
- The Risk VP may provide the Executive with de-identified information about general trends or process improvements.

| Version | Status               | Process Owner |
|---------|----------------------|---------------|
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