



Board Approval Policy-Complaints

Objective:

NCHA is committed to assuring equitable treatment for all and to guaranteeing the protection of its members from harassment and abuse. The Association recognizes that in the course of its activities, diverging opinions and difficulties can emerge and consequently, complaints may arise about a member, a team staff, a policy or a practice of the Association or one of its teams.

Applicability:

1. Anonymous complaints will not be acknowledged;
2. Complaints will be dealt with in confidentiality;
3. Complaints will first be addressed directly to the person(s) involved;
4. The procedure in place favours a local solution to disagreements which respect a natural progression to obtain a resolution;
5. When needed, the convenor will forward the complaint or suggestion for study, to the executive or one of its committees, depending on the nature of the complaint;
6. Complaining members of the Association will be informed of the recourses at their disposal when a disagreement arises;
7. Treatment of complaints will be done in respect of :
 - a. the Ontario Human Rights Code;
 - b. Municipal Freedom of Information and Protection of Privacy Act;
 - c. other pertinent laws; and,
 - d. NOHA, OHF, CHA Constitution, By-laws, Regulations and Policies.



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Process:

COMPLAINTS AGAINST A MEMBER, HIS/HER ACTIONS OR ACTIVITIES

- If the complaint is received by someone not directly involved, they must refer the complainant back to the next individual in the natural progression. (Reminder of the 24 hours rule: parent vs coach).
- In general, complaints about a member must be resolved by that member. No follow up is necessary if the person who submitted the complaint is satisfied.
 - o If the complaint is not resolved, the person targeted must contact the person they report to (Head coach/Manager/Parent Rep, convenor, Executive member) and indicate the nature of the complaint and what was done to find a solution.
- If the complaint is not resolved, the complainant may approach the next level only (Head coach/Manager/Parent Rep, convenor, Executive member).
- The person receiving the complaint should note the details and facts, as they know them.
- If not resolved by the convenor, the complaint may proceed to the executive level but only if in writing (using the attached form). It can then be submitted to any executive member.

COMPLAINTS AGAINST A POLICY, A REGULATION, A BY-LAW OR TEAM RULE

- In general, such a complaint must be brought to the attention of the enforcer of the policy, regulation, by-law or team rule (Head coach, or executive member). If at the executive level, it must be submitted in writing (*attached form*).



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COMPLAINT REPORTING FORM

Complainant Name:	Date:
Complaint Topic:	
Telephone:	Complaint number <i>(for internal use only)</i> :
Complaint: (record details of incident, what was done/heard/seen; record facts and statements, not interpretations; any other witnesses, etc.)	
<i>Add additional page(s) if required.</i>	

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For Admin. purpose:

Received by:		Date:
<i>Respect of natural progression for resolution (individual, team, convenor, executive)? Yes <input type="checkbox"/> or No <input type="checkbox"/></i>		
Comm. with Person targeted	Name:	Date & Time :
Comm. with Team Mgr/parent rep.	Name:	Date & Time :
Comm. with Head Coach	Name:	Date & Time :
Comm. with Convenor	Name:	Date & Time :
<i>Complaint presented at the executive meeting on this date:</i>		
<i>To be heard by :</i>		
Full Executive <input type="checkbox"/>	Discipline Committee <input type="checkbox"/>	Ad Hoc Committee <input type="checkbox"/>
<i>Hearing of complaint meeting took place on this date:</i>		
<i>with following decision:</i>		
<input type="checkbox"/> Complaint has merit	Resolution/action:	
<input type="checkbox"/> Denied	Reason:	
Decision communicated to complainant on Date & Time:		