



Acadia Minor Hockey Association Complaint & Conflict Resolution Process

Acadia Minor Hockey Association (AMHA) is committed to creating a healthy, fair, and efficient environment for resolving conflict and will endeavor to solve any dispute in a timely manner. Please note that this will involve assessing and understanding the context of the situation and the individual(s) involved. Any process for resolution within AMHA will have oversight by applicable policies set forth by Hockey Nova Scotia and Hockey Canada.

The Acadia Minor Hockey Association Complaint & Conflict Resolution Process guides the handling of all concerns and complaints related to bullying, harassment, abuse, and code of conduct issues, as defined in the Index of Terms that is attached to this policy. The process outlines the process for resolution of situations of conflict/complaint, including steps to promote the concern to the AMHA Chair of Conflict Resolution, AMHA Conflict Resolution Committee, and/or AMHA Board Chair. Promotion of the concern may be to inform that the concern/conflict has not been resolved to the satisfaction of parties involved. This process is meant to address conflict/complaints that involve AMHA members, specifically, conflict between parents, coaches, players, executive, and volunteers.

The Conflict Resolution Committee will be overseen by the Chair of Conflict Resolution and will consist of a combination of AMHA Executive, including Risk Management and member(s)-at-large from the AMHA membership. In instances of conflict of interest involving members of the Conflict Resolution Committee, the members shall be excluded from the oversight and/or mediation of the conflict and shall participate in the role of complainant (person(s) bringing forward the complaint/concern) or respondent (person(s) the complaint/concern is about and who will be invited to respond).

The Conflict Resolution Committee will focus on areas of complaint that involve the following:

- Violations to the Hockey Nova Scotia Code of Conduct, AMHA and/or Hockey Nova Scotia By-Law/Policies, or violations to codes of conduct as defined by Hockey Canada
- Concerns that may be defined as abusive and involve officials (on-ice and off-ice), coaches, volunteers, players or other parents, fans, or community members
- Behaviors that would be reported under the [Independent Third Party \(ITP\) Hockey Canada Process](#) such as sexual abuse, physical abuse, repeated instances of bullying, harassment, or discrimination that may also come to AMHA Conflict Resolution as determined by the ITP Reviewers

Please note that issues related to player placement (tryouts/evaluations), ice-time, shift length, or game/bench management by coaches and/or officials may not be entertained by the Conflict Resolution Committee.



Complaint & Conflict Process for Acadia Minor Hockey Association

The process for any complaint or conflict regarding teams, team staff, or individuals under the jurisdiction of Acadia Minor Hockey is to follow the process as outlined below:

- **Observe the 24-hour rule:** games and practices are not appropriate places to attempt to resolve conflicts. When an issue occurs and a party has a resulting complaint to make or issue to be resolved, they are asked to wait 24-hours before submitting the issue in writing to the appropriate party. It is very important that all parties involved take the full 24-hours to remove or decrease the emotional element so that the actual issue can be resolved quickly, in a civilized manner, and to everyone's satisfaction
- Any issue involving discrimination (sexual, racial, etc.) or harassment (verbal, physical, social media, etc.) at the team level should be **immediately** elevated to the Chair of Conflict Resolution and AMHA Board Chair

Level 1 – Team Discussion

After following the 24-hour rule, bring your concern/complaint forward to your Team Manager or Head Coach in a respectful manner. Options to communicate your concern include, but are not limited to, in person (verbally) or via email.

- a. If your concern directly relates to the role of Team Manager or Head Coach, please move directly to Level 2 and forward your concern(s) directly to Chair of Conflict Resolution
- b. If the outcome has been resolved at Level 1 (Team Level), there may not be a need to elevate the issue but may be worthwhile for the Team Manager or Head Coach to inform the Chair of Conflict Resolution of the issue and that it has been resolved
- c. If the outcome is not satisfactory to either party, then the concern should be elevated to Level 2 – Chair of Conflict Resolution

Level 2 – Chair of Conflict Resolution

Issues that are not resolved at the Team Level to the satisfaction of all involved shall be brought to the attention of the Chair of Conflict Resolution and AMHA Board Chair. The Chair of Conflict Resolution will review the concern/complaint and follow-up with the team staff and/or other individual(s) involved, as needed. The Chair of Conflict Resolution may mediate a discussion, clarify expectations for a resolution moving forward, address coaching styles (as applicable) to correct concerning behavior, and/or offer insight to parents/non-coaches on the coaching philosophy of AMHA. The Chair of Conflict Resolution may consult with the Chair of Risk Management, the AMHA Registrar and/or the AMHA Technical Director, as required.



- a. If the outcome has been resolved at Level 2 there may not be a need to elevate to Level 3 but may be worthwhile to inform the AMHA Board Chair of the issue and that it has been resolved
- b. If the outcome is not satisfactory to either party, then the concern should be elevated to Level 3 – Conflict Resolution Committee

Level 3 – Conflict Resolution Committee

If the response in Level 1 & Level 2 do not provide resolution to the issue/concern, or if the concerning behaviors linger and/or re-occur, the complaint/concern shall be reviewed by the AMHA Conflict Resolution Committee.

- a. Investigation: The Committee may initiate an investigation that may include, but is not limited to, verbal discussions with complainant(s), respondent(s) and other individuals with relevant insight into the complaint/concern, and written information from complainant(s), respondent(s), and other individuals with relevant insight into the complaint/concern.
The investigation may involve in-person or phone/virtual meetings, discussions, and/or mediation sessions individually or as a group.
- b. The Committee will recommend outcomes to the AMHA Executive prior to releasing any decisions
- c. The Committee will offer a response, in writing, to those involved. The outcome from the Committee will provide clear direction on the expectations that need to be adhered to, pursuant to any and all policies of AMHA and Hockey Nova Scotia.
Response time will vary but the Committee will make all efforts to reasonably expedite the process and avoid unnecessary delays
- d. Responses may include, but are not limited to:
 - i. Dismissal of complaint with no recommendations
 - ii. Recommendations to complainant(s) and/or respondent(s) and/or other relevant person(s)
 - iii. Accountability for complainant(s) and/or respondent(s) via verbal/written notice
 - iv. Suspension from AMHA activities
 - v. Request to HNS for further and more severe sanctions, including suspension for a specified amount of time and/or revocation of membership from AMHA
- e. If the Complainant is not satisfied with the outcome from the Conflict Resolution Committee, the complainant may forward their concern, in writing, to Hockey Nova Scotia. The process for forwarding complaints to HNS can be found on their website.
 - i. If a concern is brought forward to HNS it will no longer be addressed by AMHA, unless requested by HNS
 - ii. Should a member decide to bring legal action against AMHA before observing their right of appeal offered by this process, it shall be understood that the complainant will have relinquished all playing or participation rights until such action has been resolved.



Concerns involving persons/teams outside of AMHA

If the concern involves an individual, team, or team staff that falls outside of the jurisdiction of Acadia Minor Hockey Association (e.g. another association), the team manager can pass along the concern, in writing, to the Chair of Conflict Resolution for follow-up.

Please note that concerns/complaints that do not follow this process may be excluded from review

Hockey Nova Scotia Contact Lines of Communication





Index of Terms & Definitions

Bullying is defined by the combined use of negative aggression and power. It occurs when one or more individuals intentionally direct verbal, physical, or social aggression at another individual in an attempt to insult, humiliate, degrade, or exclude them.

- a. **Physical** examples include, but are not limited to, hitting, kicking, grabbing, shoving, spitting on, damaging or stealing personal property
- b. **Verbal** examples include, but are not limited to, name-calling, hurtful teasing, humiliating, threatening, degrading comments, phone-calls
- c. **Social** examples include, but are not limited to, making others look foolish, excluding a participant from a group, gossiping or spreading rumors, damaging friendships,
- d. **Cyber Bullying** examples include, but are not limited to, the use of social media platforms to threaten, harass, embarrass, humiliate, socially exclude, or damage another individual's reputation and relationships

Complainant is a participant or observer who makes a report of an incident

Consent is the voluntary agreement to engage in sexual activity. Consent cannot be present when one of the individuals engaged in the sexual activity is below the age of sexual consent, nor can consent be present if a person seemingly agrees to sexual activity in response to a person abusing a Power Imbalance

Harassment includes engaging in a course of offensive comments or behaviors that are known or ought reasonable to be known to be unwelcome, including but not limited to unwanted behavior that is based on discrimination prohibited by human rights legislation and includes sexual harassment. This could be behavior that occurs as a single event or a pattern of mistreatment and may be directed at an individual or group

Maltreatment refers to volitional acts or omissions that result in harm or the potential for physical or psychological harm. Maltreatment can take many forms but generally includes any act, lack of action or deliberate behavior by a person that causes physical, emotional, and/or sexual harm or damage to another person.

Maltreatment also includes child abuse, which can be defined as any form of physical, emotional, and/or sexual mistreatment or lack of care which causes physical injury or emotional damage to a child, whether to done in person or through technology (including but not limited to computers, internet, cell phones, cameras, web cameras, and other media)

Respondent is an individual who is alleged to have engaged in a violation of the HNS Code of Conduct, AMHA and/or HNS By-Laws/Policies, or codes of conduct as defined by Hockey Canada



Resources

Hockey Nova Scotia Code of Conduct
[2024 Hockey NS Code of Conduct.pdf](#)

Hockey NS Maltreatment, Bullying, and Harassment Protection and Prevention Policy
[Maltreatment Policy 2022 July 4.pdf](#)