



## Mooretown Minor Hockey Association

### Incident & Issue Reporting: Instructions and Guidelines

**BEFORE** submitting an Incident Report (Option 1) or a Complaint Form (Option 2), please review the following guidelines and procedural information. You may also write a Letter of Complaint should you feel this form is not appropriate for your submission.

#### When should I file an Incident Report or Complaint Form?

- When you see an incident(s) that goes against any of the MTMHA Constitution, Playing Rules, Code of Conduct or any MTMHA Policies
- When you feel that an incident was inappropriate to children, adults, volunteers, parents, officials, opponents or coaching staffs by MTMHA members, players or visitors to our games.
- To begin an investigation into the conduct of an individual or into an event.

#### Can I submit an Incident Report anonymously?

- No...BUT by signing the bottom of the form, the witnesses' names are protected
- The incident report will be kept in a confidential file and any copies will have the witness names blocked out.

#### How do I submit the Incident Report?

- Decide if this a single item incident – if so complete Option 1
- If there is more to report and you would like to file a more comprehensive complaint, then go to

#### Option 2

- Complete the form, make a copy and send to the Vice President of Risk Management for MTMHA, or mail it to the MTMHA. If mailing the form, address the envelope Attn: Vice President of Risk Management for MTMHA

#### OR...

- you may complete the online version of either of the forms for an electronic submission
- You may be asked to clarify any details and follow up may be given.

#### What is the protocol after an Incident Report, or a Complaint Form is submitted?

- The Dispute Resolution & Discipline Committee (DRDC) as appointed by MTMHA and chaired by the Vice President of Risk Management will review the submitted report and keep the original on file.



- The complaint will be vetted by the DRDC as a whole and the committee will decide to proceed or not or may direct to the appropriate avenue for resolution.
- If an investigation is warranted, the person named/involved will be informed of a complaint and asked to provide a response in writing. A meeting may also be called for verbal follow up and any possible witness statements.
- The committee will then meet to discuss and decide the course of action (closure or consequences) to be taken.

If you believe that there may be a conflict of interest with a MTMHA Board Member, please forward the Incident Report to the Vice President of Risk Management of the Association for further action. If you are concerned of any other potential conflicts of interest for other MTMHA Board members who may become involved in investigating and following up regarding this submission, please **CLEARLY** indicate that as well.

This notification form is to inform the Dispute Resolution & Discipline Committee and/or the Board of Directors of improper behaviour that was witnessed or is reported to have allegedly occurred at a MTMHA Hockey event or function or within team business; potentially occurring in front of spectators, players, coaches, and/or officials. We bring this to your attention with the knowledge that your committee will review the incident and decide if the **MTMHA, OMHA HOCKEY CANADA** or other local, provincial and federal laws, policies and/or Code(s) of Conduct were violated and infringed upon.