

Parent – Complaint Management Table

Hockey Alberta wants to provide parents, caregivers and families with support in all areas of hockey including working through feedback, conflict and complaints. To help guide the understanding of the role of Parents, the Local Minor Hockey Association (LMHA), and Hockey Alberta (HA) we have provided some guidance and information.

Use the table below to help align your concern or complaint with some next steps. One or more of the conduct examples may be applicable, choose which best fits your concern. If no situation seems to match your concern review the Parent – Complaint Management Guide for more supportive information.

	Unsatisfied with a disciplinary sanction or decision by your LMHA.	Concerns about an LMHA, the board, leadership or team personnel and their ability to remain unbiased, practice due diligence, and/or follow LMHA policies and procedures.	Concerns of bullying, harassment, disrespectful behaviour etc. by the board, leadership, or team personnel.	Conflicts of interest.	Complaints against other players, parents and/or families in your team/LMHA. General complaints about team personnel.
<p>Parent, Caregiver, Family Role</p> <p><i>*When connecting in with HA Please provide evidence/details against one or more individuals showing the breach of policy or where due diligence was not followed.</i></p>	<p>Advocate for yourself and your athlete within your LMHA.</p> <p>Inquire about making a formal appeal of the decision to your LMHA.</p> <p>*Connect only with Hockey Alberta if the LMHA has not done due diligence and has clearly broken a policy or process.</p>	<p>Advocate for yourself and your athlete within your LMHA.</p> <p>Address the issue the FIRST (and every) time it occurs, either through speaking with the individual directly or through your LMHA.</p> <p>Check in with your team/LMHA designated representative who can act as an impartial middle person.</p> <p>Submit a formal complaint to your LMHA.</p> <p>Check in, hold the LMHA accountable to their complaint or conduct review policies.</p>	<p>Advocate for yourself and your athlete within your LMHA.</p> <p>Address the issue the FIRST (and every) time it occurs, either through speaking with the individual directly or through your LMHA.</p> <p>Check in with your team/LMHA designated representative who can act as an impartial middle person.</p> <p>If the concern is of serious maltreatment (abuse, assault, sexual harassment) make a formal complaint to the ITP.</p>	<p>Address the issue the FIRST (and every) time it occurs, either through speaking with the individual directly or through your LMHA.</p> <p>Check in with your team/LMHA designated representative who can act as an impartial middle person.</p> <p>Submit a formal complaint to your LMHA.</p> <p>Check in, hold the LMHA accountable to their complaint or conduct review policies.</p> <p>If the concern continues or another incident occurs, start at the first</p>	<p>Advocate for yourself and your athlete within your LMHA.</p> <p>Speak directly w/ the individuals involved.</p> <p>Address the issue the FIRST (and every) time it occurs, either through speaking with the individual directly or through your LMHA.</p> <p>Check in with your team/LMHA designated representative who can act as an impartial middle person.</p> <p>If the concern is of serious maltreatment (abuse, assault, sexual harassment) make a</p>



		<p>If the concern continues or another incident occurs, start at the first step and move through the process again.</p> <p>*Connect only with Hockey Alberta if the LMHA has not done due diligence and has clearly broken a policy or process.</p>	<p>Submit a formal complaint to your LMHA.</p> <p>Check in, hold the LMHA accountable to their complaint or conduct review policies.</p> <p>If the concern continues or another incident occurs, start at the first step and move through the process again.</p> <p>*Connect only with Hockey Alberta if the LMHA has not done due diligence and has clearly broken a policy or process.</p>	<p>step and move through the process again.</p> <p>*Connect only with Hockey Alberta if the LMHA has not done due diligence and has clearly broken a policy or process.</p>	<p>formal complaint to the ITP.</p> <p>Submit a formal complaint to your LMHA.</p> <p>Check in, hold the LMHA accountable to their complaint or conduct review policies.</p> <p>If the concern continues or another incident occurs, start at the first step and move through the process again.</p> <p>*Connect only with Hockey Alberta if the LMHA has not done due diligence and has clearly broken a policy or process.</p>
LMHA Role	If there is basis for an appeal, moves through an appeal process.	<p>Acknowledges the concern.</p> <p>At a team level, addresses the issue in a timely manner.</p> <p>At the LMHA level when the concern is not addressed at the team level, initiates an investigation (if there is a basis to the concern).</p> <p>Assigns discipline sanctions as determined by the outcome of the complaint review or investigation process.</p>			
	Reaches out to Hockey Alberta to receive support at any point in their process of reviewing a complaint, investigation, appeal or aligning to a policy or process.				
Hockey Alberta Role	Holds the LMHA accountable to their processes.				
	Helps guide an LMHA through their processes, if requested.				
ITP (Independent Third Party)			If the concern meets their standards and definitions of serious maltreatment ITP will initiate an investigation.		If the concern meets their standards and definitions of serious maltreatment ITP will initiate an investigation.