

Acknowledgement of the complaint, concern, or feedback.

STATUS	ACTION	
	The incoming complaint, concern, feedback was reviewed by impartial members. <i>(Individual(s) reviewing the complaint should not be a named individual within the complaint, not related to and/or in a perceived conflict of interest with any named individuals)</i>	
	Acknowledgement of complaint was communicated to the complainant.	
<u>Date of Acknowledgement</u>	<u>Acknowledgement Format</u> Written/Email or Verbal	<u>Documentation</u> Documented or Undocumented

Initial result of the complaint review leading to either Outcome A, B, or C below.

Outcome A – Investigation NOT warranted & complaint unfounded – no action needed.

STATUS	ACTION	
	Investigation or further review is NOT warranted, complaint has no merit and no further action is needed.	
	Decision and rationale was communicated to the complainant.	
<u>Communication Date</u>	<u>Communication Format</u> Written/Email or Verbal	<u>Documentation</u> Documented or Undocumented

Outcome B – Investigation NOT warranted however complaint has merit – action needed

STATUS	ACTION	
	Investigation is NOT warranted; however, the complaint has merit and should be addressed at the team level and/or via conversation and mediation between the individuals involved.	
	Outcome Details / Final Decision: <i>(details of the final decision and outcome after your complaint resolution steps)</i>	
	Final decision and rationale was communicated to the complainant (specific details need not be shared).	
<u>Communication Date</u>	<u>Communication Format</u> Written/Email or Verbal	<u>Documentation</u> Documented or Undocumented



Outcome C – Investigation WARRANTED

STATUS	ACTION	
	Investigation WARRANTED.	
	Investigator assigned. <i>(Investigator should not be a named individual within the complaint, not related to and/or in a perceived conflict of interest with any named individuals)</i>	
	Investigation process.	
	Discipline Committee utilized.	
	Sanction/Discipline levied.	
	Outcome of investigation: <i>(details of the outcome of the investigation, sanctions/discipline levied etc.)</i>	
	The outcome of the investigation, including any discipline/sanctioning, was communicated to the subject of the complaint.	
<u>Communication Date</u>	<u>Communication Format</u> Written/Email or Verbal	<u>Documentation</u> Documented or Undocumented
	The completion of the investigation and whether action has or has not been taken was communicated to the complainant. (specific details need not be shared).	
<u>Communication Date</u>	<u>Communication Format</u> Written/Email or Verbal	<u>Documentation</u> Documented or Undocumented

This document is a support tool that can be used internally to aid in the tracking of conduct and complaint management reviews.

Hockey Alberta may request a copy of this document particularly when engaging with an MHA in complex conduct management cases, cases directly involving Hockey Alberta, or in cases that involved at one time or another the Sport Complaint Independent Third Party (ITP).