



COMPLAINT SUBMISSION

Please note the following:

- Vancouver Island Amateur Hockey Association cannot guarantee complete confidentiality. The contents of this document may be shared in an effort to resolve the complaint here within. By completing the form, you agree that VIAHA may share some or all of this information in the process of resolving the complaint. The VIAHA Privacy Policy will be followed per policy.
- Complaints will be addressed according to severity, resources and safety for participants.
- All complaints must accompany the VIAHA "Complaint Submission Form" prior to review.
- Fax or email completed form to 250-751-8812 or info@viaha.org

Please complete the following:

1. **Person making the complaint:** Player Parent Volunteer Official Employee

Name: _____

Mailing Address: _____
Street/Box Number City Postal Code

Phone Number: _____ Email: _____

2. **Person on whose behalf the complaint is made:** (to be completed if different from above)

Name: _____

Birth Date: _____
Day/Month/Year

3. **Name of person(s) against whom you are complaining:**

Name: _____

Title/Role: _____ Association/Club: _____

Name: _____

Title/Role: _____ Association/Club: _____

4. **When did the last incident occur? (Date):** _____



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5. Please check the ground(s) that best describes your complaint:

A. Harassment (refer to Appendix A)

Type of behaviour:

Conduct

Gestures

Comments

Based on:

Race

Ethnicity

Disability

Colour

Religion

Age

Sexual orientation

Sex

Marital status

Family status

Pardoned conviction

B. Abuse (refer to Appendix A)

Type of behaviour:

Physical

Emotional

Sexual

Neglect

Please note:

VIAHA will not investigate reports of abuse that do not meet the definitions provided. This information will be provided to the appropriate authorities for follow up.

C. Bullying (refer to Appendix A)

Type of behaviour:

Physical

Verbal

Relational

Reactive

Particulars: Provide a summary of the incidents you are complaining about. Your summary must answer the following questions. Section 6 is to be no longer than 2 pages. You may attach any additional documents as necessary.

1. Date incident(s) happened?

2. Where did the incident(s) happen?



Vancouver Island Amateur Hockey Association

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3. *Who was involved (Name and title / role)?*
4. *What happened?*
5. *How were you treated differently from others (if at all)?*
6. *How do the incident(s) relate to the ground(s) you selected?*
7. *Remedy / Resolutions you are seeking?*





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APPENDIX A

The following are definitions that will be used to determine the grounds on which the complaint is made and the process to address it.

VIAHA acknowledges and supports Hockey Canada's and BC Hockey's definitions of bullying and harassment and abuse.

Bullying

Bullying describes behaviors that are similar to harassment, but occur between children under the age of twelve or behaviors between youth or between adults that are not addressed under human rights laws. Bullying is intentionally hurting someone in order to insult, humiliate, degrade or exclude him or her. Bullying can be broken down into four categories: physical, verbal, relational (ie, trying to cut off victims from social connection by convincing peers to exclude or reject a certain person), and reactive (ie, engaging in bullying as well as provoking bullies to attack by taunting them).

Harassment

Harassment is offensive behavior – emotional, physical, and or sexual – that involves discrimination against a person because of their race, national or ethnic origin, age, colour, religion, family status, sexual orientation, sex or gender, disability, marital status, or pardoned conviction. Harassment occurs when someone attempts to negatively control, influence or embarrass another person based on a prohibited ground of discrimination.

Abuse

Child abuse is any form of physical, emotional and / or sexual mistreatment or lack of care which causes physical injury or emotional damage to a child. A common characteristic of all forms of abuse against children and youth is an abuse of power or authority and / or breach of trust.

Abuse is an issue of child protection. Protection refers to provincial, territorial or Aboriginal band-appointed child protective services. A child may be need of protection from harm if abuse or neglect is suspected. Information about one's legal duty to report and circumstances under which reporting must occur according to child protection legislation is available at www.hockeycanada.ca.

Emotional Abuse

Emotional abuse is a chronic attack on a child or youth's self-esteem; it is psychologically destructive behavior by a person in a position of power, authority or trust. It can take the form of name-calling, threatening, ridiculing, berating, intimidating, isolating, hazing or ignoring the child or youth's needs.

Physical Abuse

Physical abuse is when a person in a position of power or trust purposefully injures or threatens to injure a child or youth. This may take the form of slapping, hitting, shaking, kicking, pulling hair or ears, throwing, shoving, grabbing, hazing or excessive exercise as a form of punishment.



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Neglect

A general definition of neglect is the chronic inattention to the basic necessities of life such as clothing, shelter, nutritious diets, education, good hygiene, supervision, medical and dental care, adequate rest, safe environment, moral guidance and discipline, exercise and fresh air. Neglect may apply in a hockey setting where there is a chronic inattention in the hockey context (i.e., when a player is made to play with injuries).

Sexual Abuse

Sexual abuse is when a child or youth is used by a child or youth with more power or an adult for his or her own sexual stimulation or gratification. There are two categories of sexual abuse: contact and non-contact.