



BGHC COMPLAINT AND DISCIPLINE POLICY

1.0 Compliance with OWHA and BGHC Policies

As a condition of registration to be a player or staff member of any BGHC team, all players and staff members (and their parents if under 18) agree to comply with all applicable OWHA and BGHC policies.

In particular, all players and staff members (and their parents if under 18) must comply at all times with the *OWHA Code of Conduct*, the *OWHA Harassment, Abuse, Bullying and Misconduct Policy* and the applicable *BGHC Code(s) of Conduct* and *BGHC Dressing Room Policy*.

Anyone with a concern that these policies have been breached may make a complaint. It is important that complaints follow appropriate procedures as set out below. BGHC members should not make public allegations against each other or engage in public discussions of alleged misconduct.

2.0 The 24-Hour Rule

Hockey is an emotional sport. Tempers can easily flare and people can react in a heated manner if they react too quickly. Accordingly, except where human life or safety is in imminent danger, a “24-hour rule” should be applied to all complaints and concerns. Complainants should accordingly wait 24 hours before making a complaint. It is also good practice to discuss one’s concerns with a parent or trusted friend before proceeding. The BGHC reserves the right to not proceed with any complaint filed that did not follow the 24-hour rule.

3.0 Pre-Complaint Discussion

Before making a complaint, the complainant should consider whether it is possible to informally discuss their concern with the person that caused the concern. Many times, complaints are based on misunderstandings that can be cleared up if the involved parties discuss the matter frankly and openly once time has passed and tempers have cooled. It is not a requirement to have an informal discussion before filing a complaint but consideration should be given to whether one is warranted.

4.0 Informal Complaints

Most disputes and disagreements can and should be worked out informally at the team level. Depending on the nature of the complaint, the complainant may wish to bring it to the attention of the parent representative, the team manager, the trainer, or the head

coach, after complying with the 24-hour rule. All team staff should listen carefully to complaints with an open mind and attempt to facilitate a resolution where possible.

If a resolution cannot be achieved at the team level or if the complaint involves a dispute between two BGHC teams, the House League Directors or the Rep Directors (as the case may be) are available to help arrive at a resolution.

If a BGHC member has a concern with a decision of any BGHC Board member acting in the course of their duties, they should, after complying with the 24-hour rule, raise the concern with the applicable Board member(s). Concerns should be raised privately and in a respectful manner. Unless there is a conflict of interest, both House League or both Rep Directors should be consulted on any concerns involving a decision made by one of those Directors. Where necessary, the Vice-President, Hockey or President are available to help arrive at a resolution.

5.0 Formal Complaints of Breach of BGHC or OWHA Policy

A formal complaint alleging a breach of BGHC or OWHA policy is to be submitted in writing to the Vice-President, Hockey. If any other Board member receives a formal complaint, they will forward it to the Vice-President, Hockey.

Throughout this policy, references to the Vice-President, Hockey shall be read as a reference to the President if the Vice-President, Hockey is in a conflict of interest. If both the President and the Vice-President, Hockey are in a conflict of interest, the Board shall appoint a Board member to act in the Vice-President, Hockey's stead.

Anonymous complaints will not be accepted. If there are serious reasons to do so, the BGHC will make best efforts to keep a complainant's identity confidential. Doing so is not always possible and by making a complaint, complainants accept that their identity may be disclosed if the BGHC is required to do so by the OWHA, the OHF, or Hockey Canada, or as required by law.

5.1 Initial Screening

The Vice-President, Hockey will conduct an initial screening of the complaint based on the information submitted by the complainant. If the Vice-President, Hockey determines there is a reasonable basis to believe that there is merit to the complaint and that the complaint is of sufficient significance to potentially warrant discipline, the Vice-President, Hockey shall refer the complaint to a Discipline Panel for further consideration.

If the Vice-President, Hockey does not refer the complaint to a Discipline Panel, the Vice-President, Hockey will either inform the complainant that no further action will be taken or suggest an informal resolution to the concern. The Vice-President, Hockey will

provide the complainant with the reasons for not forwarding the complaint to a Discipline Panel.

Complaints about playing time, the ordinary exercise of coaching discretion, team formation and balancing, and Board decisions shall not be forwarded to a Discipline Panel. The Vice-President, Hockey may, in the Vice-President, Hockey's sole discretion, refer such complaints to the appropriate team staff or Board member for informal resolution.

5.2 Discipline Panel Composition

The Board shall appoint from time to time a Discipline Panel to hear complaints. The Discipline Panel shall consist of either 3 or 5 members, of whom a majority shall be Board members. If a member of the Discipline Panel is unavailable or in a conflict of interest, the Board may appoint a temporary substitute to consider any particular complaint.

5.3 Discipline Panel Procedure

The Discipline Panel, by majority vote, is master of its own procedure. It may adopt the procedure it deems best to inquire into any complaint.

After reviewing the evidence the complainant has submitted in writing, the Discipline Panel may request written statements from other relevant witnesses. If there are serious reasons to do so, the Discipline Panel may choose to keep a witness's identity confidential from the complainant and/or the subject of the complaint, unless required to disclose the witness's identity by the OWHA, the OHF, or Hockey Canada, or as required by law.

The Discipline Panel shall provide the subject of the complaint a written summary of the allegations and permit the subject of the complaint to respond in writing. If a suspension of six or more games, removal as a player or staff member, or a ban in registering with the BGHC in future years is under consideration, the Discipline Panel shall permit the subject of the complaint to make oral submissions. In all other circumstances, the right to make oral submissions is in the Panel's discretion.

The Panel may choose to interview any witnesses orally in its sole discretion. All BGHC members are expected to cooperate fully with a Discipline Panel's investigation. Refusal to do so may itself be grounds for discipline.

Once the Discipline Panel has concluded its investigations, the Panel shall decide, by majority vote, whether it has been established on a balance of probabilities (i.e., 50%+1) that a BGHC or OWHA policy has been breached.

If the Discipline Panel determines that a BGHC or OWHA policy has been breached, it shall determine the appropriate sanction to impose. Potential sanctions, include, but are not limited to one or more of the following:

- a) A warning;
- b) A formal reprimand;
- c) A requirement to apologize to the complainant or other affected persons;
- d) A requirement to take additional training as specified by the Discipline Panel;
- e) A suspension of one or more games;
- f) Removal as a player or staff member;
- g) A ban on registering with the BGHC for one or more years.

The Discipline Panel shall report its Decisions and the reasons for it to the complainant, the subject of the complaint, and the Board.

There are no appeals within the BGHC from a decision of a Discipline Panel.

6.0 Complaints Involving Other Associations

Complaints involving other associations may be reported to the appropriate House League or Rep Director, the Vice-President, Hockey, or the President.

The President or the President's delegate will conduct all communications with the other association and, if necessary, the OWHA, the OHF, or Hockey Canada. Subject to section 7.0 below, BGHC members are not to independently communicate with members of other associations, the OWHA, the OHF, or Hockey Canada.

7.0 Right to File an Independent Third-Party Complaint

All BGHC members have a right to file an Independent Third-Party Complaint with Hockey Canada's designated Independent Third-Party. The ITP has sole jurisdiction to determine whether it will handle a complaint and keeps the identity of complainants confidential from Hockey Canada, the OWHA, and Member associations such as the BGHC. Details of how to file an Independent Third-Party complaint can be found on the OWHA's website at <https://www.owha.on.ca/content/independent-safe-sport-complaint-process>.

8.0 Complaints of Criminal Behaviour or Child Endangerment

Non-frivolous complaints that allege criminal behaviour or the endangerment of a child shall be reported to the Halton Regional Police Service and/or the Halton Children's Aid Society. The BGHC will not take further action while a police or CAS investigation is ongoing.

Adopted by the Board April 7, 2025