



Complaint Submission Form

Please note the following:

- **Alberni Valley Minor hockey encourages members to work with team managers, and/or division managers and/or coordinators to resolve concerns prior to filing an official complaint**
 - Alberni Valley Minor 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.
 - Complaints will be addressed according to severity, resources and safety for participants
 - All complaints must accompany the AVMHA "Complain Submission" form prior to review.
 - Email completed form to AVMHA President at align99@hotmail.com, or place in the mailbox at the Minor Hockey Office.
-

Please complete the following:

- 1. Person making the complaint:** Parent/Guardian Player Volunteer Official
Name: _____
Mailing Address: _____
Phone Number: _____
- 2. Person on whose behalf the complaint is made:** (To be completed if different from above)
Name: _____
If on behalf of a minor, birthdate: _____
- 3. Name of the person(s) against whom you are complaining:**
Name: _____
Title/Role: _____
Name: _____
Title/Role: _____
- 4. When did the last incident occur?**
(Date): _____



Complaint Submission Form

5. Please check the ground(s) that best describes your complaint: (Refer to appendix A)

A. Harassment

Type of behaviour: Conduct Gestures Comments Vandalizing

Other: _____

Based on: Race Ethnicity Disability

Religion Age Sexual Orientation

Marital Status Family Status Gender Identification

B. Abuse

Type of behaviour: Physical Emotional Sexual Neglect

Please note: AVMHA 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

Type of Behaviour: Physical Verbal Relational Cyberbullying 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. *When did the incident(s) occur? (Date)*
2. *Where did the incident(s) happen?*
3. *Who was involved (Name, 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. *What (if anything) have you attempted to resolve the issue?*
8. *What remedy/resolution are you seeking?*
9. ***Have you addressed this issue with:***

the person involved? the team manager? the division manager? Other



Complaint Submission Form

1. Abuse

Child abuse is any form of physical, emotional 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. Some behaviors which are defined as harassment or bullying, when the behavior breaches human rights or appropriate relationship/conduct boundaries, can also constitute abuse.

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.

1(a) Emotional Abuse

Emotional abuse is psychologically destructive behavior or attack on a child's self-esteem 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 a child or youth's needs.

1(b) Physical Abuse

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

Neglect is also a form of abuse where chronic inattention in a hockey context may apply, for example, when an injured player is forced to play.

1(c) 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.

Contact

- Touched or fondled in sexual areas
- Forced to touch another person's sexual areas
- Kissed or held in a sexual manner
- Forced to perform oral sex
- Intercourse (vaginal or anal)
- Penetration with an object or finger (vaginal or anal)
- Sexually oriented hazing



Complaint Submission Form

Non-Contact

- Obscene remarks on phone, computer or in notes
- Voyeurism
- Shown pornography
- Sexually intrusive questions or comments
- Forced to pose for sexual photos or video
- Forced to self-masturbate or forced to watch others masturbate

Those involved with AVMHA in providing hockey opportunities for participants understand and agree that abuse or neglect as described above, may be the subject of a criminal investigation and/or disciplinary procedures. Failure to report an offense and thereby failure to provide safety for participants may render the adult who keeps silent legally liable under the provincial child protection acts.

2. Bullying

Bullying involves a person expressing their power through the humiliation and/or intimidation of another person. At AVMHA, bullying is considered any conduct or comment by a person towards a player, official, volunteer or non-playing member that the person knew or reasonably ought to have known would hurt, insult, humiliate, degrade or exclude him or her. These inappropriate behaviors are typically cruel, demeaning and hostile toward the target(s). Bullying typically occurs between children under the age of 12, between youth or between adults and is not addressed under human rights legislation.

Bullying can be broken down into four types;

1. Physical: hit or kick victims; take/damage personal property, shoving, confining.
2. Verbal: name calling; insults; constant teasing, spreading damaging rumors
3. Relational: try to cut off victims from social connection by convincing peers to exclude or reject a certain person.
4. Cyber bullying: All areas of internet, such as email, Facebook, Snapchat, Instagram and other social-networking internet misuse; Mobile threats by text messaging & calls; Misuse of associated technology i.e. camera & video.

The following is a non-exhaustive list of tactics used by bullies to control their targets:

1. Yelling and screaming directed at the target
2. Continually criticizing the target's abilities
3. Blaming the target of the bullying for mistakes
4. Making unreasonable demands related to performance
5. Repeated insults or put downs of the target
6. Threats to remove or restrict opportunities or privileges
7. Denying or discounting the target's accomplishment
8. Threats of and actual physical violence
9. Verbal aggression or insults, calling someone derogatory names



3. Harassment

Harassment is defined as conduct, gestures or comments which are insulting, intimidating, humiliating, hurtful, malicious, degrading or otherwise offensive to an individual or group of individuals, and which create a hostile or intimidating environment for work or sports activities, or which negatively affect performance or work conditions. Harassment may occur among anyone between peers (eg: player to player of the same age group, parent to official, coach to coach) or between someone in a position of power or authority and an adult in a subordinate position (eg: coach to player, sports administrator to employee).

The following is a non-exhaustive list of examples of harassment:

1. Verbal aggression or insults, calling someone derogatory names
2. Unwelcome jokes, innuendo or teasing about a person's body, looks, race, sexual orientation etc.
3. Condescending, patronizing, threatening or punishing actions which undermine self-esteem
4. Practical jokes which cause awkwardness or embarrassment, or may endanger a person's safety
5. Degrading or inappropriate hazing rituals
6. Vandalizing personal belongings
7. Spreading malicious rumors.
8. Unwanted or unnecessary physical contact including touching, patting, pinching
9. Unwanted conduct, comments, gestures or invitations of a sexual nature which are likely to cause offence or humiliation, or which might on reasonable grounds be perceived as placing a condition of a sexual nature on any opportunity within minor hockey.
10. sexual assault or physical assault

It is important to note that the behaviours described in items 8-10, when directed towards a child or youth, constitute abuse under child protection legislation. This may also be true of other behaviors. In such cases, it is legally required to report to the RCMP and/or Ministry of Child and Family Services.