



COMPLAINT POLICY & PROCEDURES

Policy Statement

The purpose of this policy is to provide a conduit for players to place their issue, concern, complaint or problem in writing to the OLHL Executive Committee.

Definition

The term **complaint** shall mean any disagreement, issue, concern or problem that an individual feels was not handled appropriately or expeditiously enough by a team or official. The term **complainant** will be used to define the person lodging the complaint, and the term **person/team of concern** will be used to define the person/team the complaint is about.

Procedures

Persons lodging complaints are also reminded of the **twenty-four (24) hour rule** – this allows for a calming period of time and more rational approach to the problem or issue and in the end, a resolution. Any individual lodging a complaint is required to do so in writing, and following the instructions below:

1. Complaints must include the full name and contact information of the complainant, and as much detail as possible regarding the complaint and person/team of concern. Emailed complaints must come from the complainant email address and written complaints must be signed and placed in a sealed envelope.
2. Complaints that can be handled at the team level – pass/send to the Team Manager for resolution. Complaints should first be brought to the attention of team officials for resolution, if not handled satisfactorily escalate to the OLHL Executive Committee for resolution.
3. Complaints that are of a specific nature relating to coaching, team management, etc. and need to be handled by the OLHL Executive Committee, please contact the OLHL Register/Disciplinarian at registrar@orillialadieshockey.com.

All complaints will be entered into the next regularly scheduled executive meeting minutes for reference only to the complaint number, no details will be entered into the minutes.

PLEASE ENSURE YOU MAKE AND KEEP COPIES OF ALL DOCUMENTATION THAT IS FORWARDED TO OLHL DISCIPLINARIAN FOR CONSIDERATION IN YOUR COMPLAINT.