



SMHA COMPLAINT INTAKE FORM

Please note the following:

- Complaints of harassment, abuse or bullying will not qualify a player for an automatic release.
- Definitions are provided in Appendix 1.
- Substantiated allegations of harassment, abuse or bullying will be considered for sanctions ranging in severity from: no further action to expulsion.
- The Stratford Minor Hockey Association cannot guarantee complete confidentiality. The contents of this document may be shared in an effort to resolve this complaint here within. By completing the form, you agree that the Stratford Minor Hockey Association 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.
- Submit completed SMHA Complaint Intake Form to:
Stratford Minor Hockey Association, Attention Risk Management Committee Chair,
P.O. Box 21157, Stratford, Ontario N5A 7V4

Please complete the following:

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

First Name		Last Name	
Address			
City/Town	Province	Postal Code	
Telephone Number	Fax Number	Email	

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

First Name		Last Name	
Birth Date (day / month / year)			

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

First Name	Last Name
Title/Role	Name of Association/Club
First Name	Last Name
Title/Role	Name of Association/Club

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

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

A. Harassment (refer to Appendix 1)

Type of behaviour:

<input type="checkbox"/> Conduct	<input type="checkbox"/> Gestures	<input type="checkbox"/> Comments
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Based on:

<input type="checkbox"/> Race	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Disability	<input type="checkbox"/> Colour
<input type="checkbox"/> Religion	<input type="checkbox"/> Age	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Sex
<input type="checkbox"/> Marital status	<input type="checkbox"/> Family status	<input type="checkbox"/> Pardoned conviction	

B. Abuse (refer to Appendix 1)

Type of behaviour:

<input type="checkbox"/> Physical	<input type="checkbox"/> Emotional	<input type="checkbox"/> Sexual	<input type="checkbox"/> Neglect
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Please note: Neither the ALLIANCE, nor any Member thereof will investigate reports of abuse that meet the definition provided. This information will be provided to the appropriate authorities for follow up.

C. Bullying (refer to Appendix 1)

Type of behaviour:

<input type="checkbox"/> Physical	<input type="checkbox"/> Verbal	<input type="checkbox"/> Relational	<input type="checkbox"/> Reactive
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D. Misconduct (refer to Appendix 1)

Please note: Complaints of misconduct will generally be directed to your local Association or Club for formal or informal resolution according to that organization's constitution or policies.

Appendix 1: DEFINITIONS

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

The Stratford Minor Hockey Association acknowledges and supports Hockey Canada's definitions of bullying and harassment and abuse.

Misconduct

Misconduct refers to the behaviour or a pattern of behaviour that is found, by a formal (for example an independent investigation) or informal process (i.e. for example an internal fact finding), to be contrary to the Stratford Minor Hockey Association Code of Conduct and that is not harassment, abuse or bullying.

Bullying

Bullying describes behaviors that are similar to harassment, but occur between child and youth that are not addressed under humanrights laws. Bullying is intentionally hurting someone in order to insult, humiliate, degrade or exclude him or her. Bullying can be broken down into five categories: Physical, Verbal, Relational, Reactive, and Cyber.

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 which create a hostile or intimidating environment for work or sports activities, or which negatively affect performance or work conditions.

Any of the different forms of harassment must be based

on a prohibited ground of discrimination in human rights legislation, including race, ethnicity, colour, religion, age, sex, marital status, family status, disability, pardoned conviction and sexual orientation.

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 behaviour 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.

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, for example 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.