

 $inquires @whitby hockey.com\ ,\ www.whitby hockey.com$

inquiries@whitbyhockey.com www.whitbyhockey.com

COMPLAINT SUBMISSION

Please note the following:

- WMHA 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 WMHA may share some or all
 of this information in the process of resolving the complaint. The WMHA Privacy Policy will be followed per
 policy.
- Complaints will be addressed according to severity, resources and safety for participants.
- All complaints must accompany the WMHA "Complaint Submission Form" prior to review.
- Fax or email completed form to 905.668.6320 or omhacontact@whitbyhockey.com

Please complete the following:		
Person making the complaint: Pla	ayer 🗌 Parent 🗌 Volu	nteer Official Employee
Name:		
Nailing Address:		
Street/Box Number	City	Postal Code
Phone Number:	Email:	
lame:	nt is made: (to be completed if	f different from above)
Name: Birth Date: Day/Month/Year Name of person(s) against whom you		different from above)
Name: Birth Date: Day/Month/Year B. Name of person(s) against whom you Name:		
Person on whose behalf the complaint Name: Birth Date: Day/Month/Year B. Name of person(s) against whom you Name: Title/Role: Name:	are complaining:	



WMHA 500 Victoria Street West, Whitby Ontario, Canada L1N 9G4 Ph: 905.444.9642 Fax: 905.668.6320

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	Please check the ground(s) (Refer to Harassment/Abuse		omplaint:	
A.	☐ Harassment			
	Type of behaviour:			
	☐ Conduct	☐ Gesture	s 🗆 Co	mments
	Based on:			
	Race	☐ Ethnicity	☐ Disability	☐ Colour
	Religion	☐ Age	Sexual orientation	Sex
	☐ Marital status	☐ Family status	Pardoned conviction	
B.	☐ Abuse Type of behaviour: ☐ Physical	☐ Emotional	∏ Sexual	☐ Neglect
	□ i fiyalcai		осхиа	Negleot
Plea	ase note:			
	WMHA will not investigate re be provided to the appropriate		eet the definitions provid	ed. This information will



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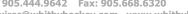
C. Bullyir	n ci					
_ , •						
Type of t	oehavi	iour:				
		Physical	Verbal		Relational	Reactive
D. Miscon	nduct					
Please note:					irector responsible constitution or polic	for Division for formal or cies.
the follow	ving qu				plaining about. You ages. You may atta	ur summary must answer ach any additional
1. Date inc	cident((s) happened?				
2. Where o	did the	incident(s) happe	n?			
3. Who wa	ıs invo	lved (Name and ti	le / role)?			
4. What ha	appene	ed?				
5. How we	re you	u treated differently	from others (if at	all)?		
6. How do	the in	cident(s) relate to	the ground(s) you	selected?		
7. Remedy	//Res	solutions you are s	eeking?			



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COMPLAINT SUBMISSION

6.Continued







COMPLAINT SUBMISSION

APPENDIX A

The following are definitions that may be used to determine the grounds on which the complaint is made and the process to address it. They are meant as a supplement to the definitions found within WMHA Code of Conduct as well as the OMHA.

WMHA 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 (ie, an independent investigation) or informal process (ie, an internal fact finding)

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.





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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.

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 (ie, 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.