



Greater Kingston Hockey Association
c/o Invista Centre
1350 Gardiners Road
Kingston, ON
K7P 0E5
riskmanagement@greaterkingstonhockey.com

COMPLAINT SUBMISSION

Please note the following:

- GKHA 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 GKHA may share some or all of this information in the process of resolving the complaint. The GKHA Privacy Policy will be followed per policy.
- Complaints will be addressed according to severity, resources and safety for participants.
- All complaints must accompany the GKHA "Complaint Submission Form" prior to review.
- mail to: riskmanagement@greaterkingstonhockey.com
- Subject = Complaint

Please complete the following:

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

Name: _____

Mailing Address: _____

Street/Box Number

City

Postal Code

Phone Number: _____ Email: _____

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

Name: _____

Birth Date: _____

Day/Month/Year

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

Name: _____

Title/Role: _____ Volunteer/Team/Member: _____

Name: _____

Title/Role: _____ Volunteer/Team/Member: _____

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



**5. Please check the ground(s) that best describes your complaint:
(Refer to Harassment/Abuse/Bullying Policy)**

A. Harassment

Type of behaviour:

Conduct

Gestures

Comments

Based on:

Race

Ethnicity

Disability

Gender

Religion

Age

Sexual orientation

Other

Marital status

Family status

Pardoned conviction

B. Abuse

Type of behaviour:

Physical

Emotional

Sexual

Neglect

Please note:

GKHA 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

Reactive

D. Misconduct

Please note: Complaints of misconduct may be directed to the Director responsible for Division for formal or informal resolution according to that organization's constitution or policies.



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 GKHA Code of Conduct as well as the OMHA.

GKHA acknowledges and supports Hockey Canada's definitions of bullying, 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) to be contrary to the GKHA 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 human rights laws. Bullying is intentionally (or nonintentional) hurting someone in order to insult, humiliate, degrade or exclude him or her.

There are a number of specific categories of Bullying, as set out below:

Physical Bullying:

Hitting, shoving, kicking, spitting on, grabbing, beating others up, damaging or stealing another person's property.

Verbal Bullying:

Name calling, hurtful teasing, humiliating or threatening someone, degrading behaviors; may happen over the phone, through text messaging or chat rooms, through social media sites, in notes or in person.

Relational Bullying:

Trying to cut off victims from social connection by convincing peers to exclude or reject a certain person. This may happen in person, over the phone, through the computer.

Reactive Bullying:

Engaging in bullying as well as provoking bullies to attack by taunting them.

Cyber Bullying:

Involves the use of information and communication technologies such as email, cell phones and text messaging, camera phones, instant messaging, social networking sites such as Facebook and Twitter, defamatory personal websites, to support deliberate, repeated and hostile behavior by an individual or group that is intended to harm others, threaten, harass, embarrass, social exclude or damage reputations and friendships.

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 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.
