

MMHA Dispute Resolution Process

PRINCIPLES OF THE MMHA DISPUTE RESOLUTION PROCESS

The MMHA Dispute Resolution Process guides the handling of all non code of conduct complaints.

All Code of Conduct complaints (allegations of maltreatment), must be submitted through the Hockey Canada Safe Sport/Independent Third Party (ITP) Complaint process at <https://sportcomplaints.ca/>. ITP will then determine which complaints fall under its jurisdiction and refer all others back to OMHA for review.

The MMHA is committed to creating a healthy, fair and efficient environment for resolving conflict. The goal of the MMHA Dispute Resolution Process is to design a process for resolving disputes that is straightforward and easy to follow. Under the Dispute Resolution Process, all complaints are required to be handled in a timely and efficient manner and the complainant will receive communication from the Risk Management Coordinator within 72 hours of filing a Formal Written Complaint through the submission form linked to the website.

The MMHA will not be responsible for responding to concerns from anonymous sources where the authenticity of such concerns cannot be readily determined, or the ability of the Association to objectively investigate and effectively resolve the issue is compromised by our inability to communicate with the source. All complaints must accompany the MMHA "Complaint Submission Form" prior to review.

STEP ONE: Initial Discussion

When a concern arises, the first step is to address it directly through open communication. After adhering to the 24-hour rule, if the complainant has an issue or concern it is encouraged the complainant (person raising the complaint) first meets privately with a Team Designate. If a resolution cannot be achieved, then the Team Designate will meet with the Respondent (the person with whom the complaint is about and who responds to the complaint) in an attempt to resolve the issue. If the Complainant is not satisfied with the outcome of the meeting after the Team Designate has met with the Respondent, then the Team Designate acting in the role of mediator will bring the parties (Complainant and Respondent) together once again to promote dialogue and to facilitate a resolution of the complaint. Texts, calls, confrontation, and posting on team group chats or social media are unacceptable and violate OMHA code of conduct. Please do not approach individuals with your concerns when agitated.



STEP TWO: Formal Complaint Submission

If a resolution cannot be made, and the complainant is not satisfied with the outcome, a Formal Written Complaint can be submitted through the MMHA website. Should the complainant initiate a complaint to the Police, or the OMHA, the MMHA will maintain a record of that complaint, but have no authority to intervene any further. All complaint forms will be kept on file. Any complaints received outside of the Formal Written Complaint Form will not be reviewed (i.e. texts, emails, phone calls, confrontations etc.)

STEP THREE: Risk Management/Discipline Committee Review

The Risk Management Coordinator and Discipline committee is responsible for investigating all formal complaints. A complainant will receive a response within 72 hours from the Risk Management Coordinator. If the complaint has been formally made through the website, an informal meeting will be held between the Disciplinary Committee, Complainant, Respondent, and Team Manager or Team Designate. This meeting will take place within 10 days of receipt of the complaint (unless otherwise noted). The Discipline Committee will assist the complainant and respondent to reach a resolution. The committee may resolve issues through informal discussions, mediation, or when necessary formal disciplinary action. Should the parties reach a resolution then the complaint form will be kept on file. No further action is required.

STEP FOUR: Further Recourse

If the complainant is not satisfied with the outcome, they can file an appeal to the OMHA. Please note once you file an appeal to the OMHA, the matter will no longer be addressed by the MMHA.

Any player, coach, parent or official, volunteer or executive member who brings legal action against MMHA before observing their right of appeal offered under this Dispute Resolution Process shall be deemed to have relinquished all playing or participation rights until such action has been resolved.



INDEX of TERMS

PLEASE REFER TO FOLLOWING AS REFERENCE ONLY, DOES NOT INCLUDE ALL POSSIBLE TERMS

Abuse: When a person needs protection from a person they trust and or are dependent upon. This is a PROTECTION issue. The person in power may be hurting them in a number of ways.

(Emotional) A chronic attack on a child's self-esteem that is psychologically damaging by a person in a position of power, authority or trust. (terrorizing, degrading and rejecting) this does NOT include benching a player for disciplinary reasons, cutting a player after tryouts, refusing to transfer a player, or limiting ice time.

(Physical) When a person in a position of power or trust purposefully injures or threatens. (This can include:slapping, hitting, shaking, kicking, pulling hair or ears, striking, shoving, grabbing, hazing (humiliating and degrading initiation rite in which a player is forced to participate in order to be accepted), or excessive exercise as a form of punishment)

(Neglect) Chronic inattention to the basic necessities of life (this may occur in hockey when injuries are not adequately treated, players are made to play with injuries, equipment is inadequate or unsafe, or road trips are not properly supervised.

(Sexual) When an older child, adolescent or adult for his or her own sexual stimulation or gratification, uses a young person.

There are two categories:

A. Contact: Touched or fondled in sexual areas

B. Non-Contact: Obscene calls / remarks on a computer, cell phone or in notes, Forced to watch sexual acts, Shown pornography, Sexually intrusive questions or comments, Indecent exposure

Bullying: Intentionally hurting someone in order to insult, humiliate, degrade or exclude him or her.(Mean behavior)

Physical examples include: Hitting, kicking, grabbing, shoving, spitting on, beating others up, damaging or stealing another person's property

Verbal examples include: Name-calling, hurtful teasing, humiliating, threatening someone, degrading behaviours, over the phone or in person, through text messaging or chat rooms

Relational examples include: Making others look foolish, excluding peers, spreading gossip or rumors, may happen in person, over the phone or computer

Code of Conduct: (Parental, Coaching, Athletes, Volunteer/Executive) Members are to conduct themselves in a manner that will allow the values and goals of the organization to be achieved.



Complaint: Description of the problem

Complainant: The person raising the complaint

Harassment: 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/gender, disability, marital status, or pardoned conviction. It is a HUMAN RIGHT issue. It could be a single event or a pattern of mistreatment. It may be directed at an individual or group. Harassment occurs when someone attempts to negatively control, influence or embarrass another person.

Harassment: (Racism) when people are treated differently because of their colour, racial, or ethnic background. (i.e. Racist names, treating someone as inferior or second-rate, leaving someone out or blaming problems on him or her because of their religion, skin colour, or country of origin. (Sexual) unwelcome behaviour of a sexual or gender nature that negatively affects the person or the environment. (i.e. Questions about one's sex life, sexual staring, sexual comments, unwanted touching, insults about sexual orientation and sexual assault.

It is the IMPACT of the behavior on the victim that is the most critical issue, NOT the intention of the person who harasses.

Respondent: The person with whom the complaint is about and who responds to the complaint

Team Designate: The person whom the team identifies as the person available to assist with the handling of complaints within the team (i.e. team manager, trainer, parent liaison etc.)



Revision Summary

Revision Number	Passed Date	Comments
REV 000	February 11, 2026	Initial Issue