



## Field Hockey Nova Scotia

### Complaint Policy and Procedure

Revised: January 2011

1. Field Hockey Nova Scotia ("FHNS") will respond to any complaint that a member or parent of a member has concerning Section operations, including the conduct of coaches, officials, and clubs or club executive members. In doing so, the Board of FHNS ("Board") recognizes that the speedy resolution of disputes in a way that is designed to permit all members to continue to work together for the good of skating is the primary value to be served. "Member" means a member of FHNS at the time the complaint is made.
2. When a complaint is made to the Board in writing, or when the Board decides on its own to initiate the investigation of a matter that could be the subject of a complaint, the person or the club to whom the complaint relates will be given a written summary of the factual assertions that form the basis of the complaint. No anonymous complaints will be dealt with by the Board.
3. The person whose behaviour is the subject of complaint, and the club(s) to which the complaint relates, will be provided with an opportunity to respond to the complaint in writing within not less than 7 days.
4. The Board shall establish a Complaints Committee as follows:
  - a) The Committee will be comprised of three individuals who will have no significant relationship with the affected parties, will have had no involvement with the decision being appealed, and will be free from any other actual or perceived bias or conflict.
  - b) The Board may designate one of the Panel members to serve as chairperson of the Panel. In the event the Official does not designate a Chairperson, the members of the Panel will select from themselves a Chairperson.
  - c) If FHNS has an Executive Director, the Executive Director may not be a member of a Complaints Committee, but may serve as an administrative assistant to the Committee and be present during its proceedings.

Whether or not a response is received within the time provided, a Complaints Committee of the Board will determine the appropriate resolution of the complaint. The appropriate resolution of the complaint may include a decision to investigate the matter further, or to take no further action on the complaint.

5. If either the person or club making the complaint, or the person or club responding to the complaint, feels aggrieved by the decision of the Complaints Committee, they may request an opportunity for all parties to express their position in relation to the complaint in person. This will be achieved by a hearing at the next regularly scheduled or special meeting of the FHNS Executive or Board that is able to be arranged by the Chair of the Board or her/his designate.
6. When dealing with a hearing under clause 5, the Executive or Board may make any decision that could have been made by the Complaints Committee.
7. Nothing in this Complaints Policy and Procedure should be interpreted in a way that is inconsistent in any way with the constitution of FHNS, or the constitution, by-laws, and rules of FHNS.