



Before You Submit

Read this page before completing the form. It explains when to use ordinary local steps and when a concern should be reported promptly.

Urgent or external concern - do not wait 24 hours

If there is immediate danger or a medical emergency, contact emergency services. Do not delay concerns involving suspected abuse or maltreatment, child protection, possible criminal conduct, serious harassment or discrimination, retaliation, participant safety, or required reporting. Use the current appropriate Hockey Canada, HNO, police, child-protection, medical, or other external process. You do not have to approach a person involved in the concern.

For ordinary team or hockey-operation concerns

STEP 1	Wait 24 hours Allow a cooling-off period before raising a non-urgent game, practice, tournament, team-operation, or coaching concern.
STEP 2	Contact the Team Manager Ask the Team Manager to identify the appropriate next step and the correct person to address the concern.
STEP 3	Request a respectful discussion If appropriate and safe, request a meeting with the Head Coach at an agreed time and place. Do not approach coaches immediately before, during, or after a game or practice.
STEP 4	Contact the Division Director If the concern remains unresolved, contact the appropriate Thunder Bay Elks Division Director.
STEP 5	Contact the Elks complaint intake contact If local steps have not resolved the concern, submit this form to the Elks Vice-President or designated alternate. If that person is involved or conflicted, use the President or another authorized impartial alternate.

Examples of ordinary concerns

Playing time, shifts, lines, coaching decisions, practice plans, game strategy, goalie rotation, roster decisions, call-ups, affiliate-player use, tournament or travel decisions, team logistics, referee calls, game outcomes, perceived unfairness, favouritism, and ordinary team communication generally follow the local steps above.

How the route is determined

The nature and facts of the concern - not only the label used - determine the appropriate route. Ordinary coaching or playing-time disagreements generally follow the local steps. Credible allegations of discrimination, harassment, retaliation, maltreatment, or participant-safety concerns should be submitted promptly for appropriate triage.

Scope and supervision

This form is for concerns connected to sanctioned hockey activities, including scheduled out-of-town tournament activities. Parents and guardians remain responsible for their children and guests in stands, lobbies, parking lots, hotels, restaurants, transportation, public areas, and tournament downtime. Spectator or parent behaviour may still be reported when it affects player safety, team operations, officials, volunteers, or the organization.



Complaint Information

Completed by the complainant. Submit it to the Thunder Bay Elks designated complaint contact, not to the entire board or a team distribution list.

Organization	Team / division, if applicable

Where to send this form

Primary intake: Thunder Bay Elks Vice-President at vp@elks82s.com. Alternate intake: President at president@elks82s.com. If either contact is involved or may have a conflict, use the other contact or request an authorized impartial alternate. Confirm current contact information on the Elks website before submitting.

Date submitted	Your name	Preferred contact method

Phone	Email

Your role

Parent Guardian Player Coach
Volunteer Official Other

If Other, describe your role

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You are filing for

Yourself A player or minor A team or group Other

Name of player/minor/other person, if applicable	Your relationship to that person

Person, team, or conduct the concern is about

Name(s)	Role / team, if known

Relationship to Thunder Bay Elks, if known

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Incident information

Date / time	Arena / location

Immediate safety concern?

Yes No Unsure

If Yes or Unsure

Do not rely only on this form if urgent action or external reporting may be required. Contact the appropriate emergency, medical, child-protection, police, HNO, Hockey Canada, or other process and preserve the information.



Describe the Concern

Provide facts, dates, people involved, and what happened. Avoid conclusions about motive unless you explain the facts supporting them.

Complaint category - select all that apply

- | | |
|--|---|
| ☐ Team communication | ☐ Coaching or team operations |
| ☐ Parent or spectator conduct | ☐ Player conduct |
| ☐ Volunteer or official concern | ☐ Bullying, harassment, discrimination, maltreatment, or retaliation |
| ☐ Safety or medical concern | ☐ Policy, by-law, or procedure concern |
| ☐ Social media or messaging conduct | ☐ Other |

If Other, describe the category

Description of the complaint - include facts, dates, people involved, and what happened

Witnesses - list names and contact information if known

Evidence or attachments - list filenames or descriptions

Who created or supplied the evidence?	Is the complete original available?

Evidence submission

Submit only relevant material. Preserve original, complete files where available. Do not edit, crop, caption, enhance, repost, or circulate evidence unnecessarily. Existing game or incident footage may be considered; this form is not permission to record complaint meetings or private areas.



Previous Steps and Submission

Explain what has already been attempted and what outcome you are seeking. A requested outcome does not guarantee that result.

Was an attempt made to resolve the concern before filing?

Yes

No

Who was contacted?	Date contacted

Result of the contact

If no attempt was made, explain why

Requested resolution or outcome

Privacy, fairness, and retaliation

Information will be shared only with people who reasonably need it to receive, route, review, or respond fairly to the concern, unless safety, law, policy, or reporting requirements apply. Confidentiality cannot be guaranteed. Retaliation is not allowed. Knowingly false or malicious information may lead to action under applicable policy.

Attestation

☐ I confirm that the information is accurate to the best of my knowledge.

Typed name	Date

For Thunder Bay Elks administrative use only

The complainant does not complete the fields below. Record receipt and routing without altering the complainant's submission.

Local complaint number	Date received	Received by

Safety / routing check completed by	Date	Referred to, if applicable