DISCIPLINE & APPEALS

PROCESS FLOWCHART

1. FORMAL COMPLAINT SUBMITTED

MWHA Complaint Form

2. INITIAL REVIEW

Operations Manager and Category Director review the concern and communicate their decision

3. IS THE DECISION ACCEPTED?

The individual considers the initial determination

YES

RESOLVED — FILE CLOSED

Outcome documented. No appeal once the matter is accepted and closed.

COMMITTEE REPLACEMENTS

Unavailable or conflicted members are replaced by an uninvolved Board member selected by remaining eligible members.

NO

4. FORMAL APPEAL

Submit within 7 calendar days. $200 appeal fee, non-refundable regardless of outcome.

5. APPEAL COMMITTEE MEETING

Five-member Appeal Committee
Meeting held in person or online
depending on scheduling and availability
Appellant may present their appeal

6. WRITTEN APPEAL DECISION

Majority decision communicated in writing. File closed.

If an individual is dissatisfied with the decision made by the Operations Manager and Category Director, they may submit a formal appeal in accordance with the Millwoods Hockey Association Discipline & Appeals Policy. All appeals will be reviewed by a five-member Appeal Committee, which will assess the matter and issue a final written decision.

Serious safety and mandatory-reporting matters must be referred through the appropriate channels.

Purpose

Millwoods Hockey Association is committed to maintaining a safe, respectful, fair, and positive environment for all players, coaches, parents, team officials, volunteers, and other participants. This policy establishes procedures for receiving and reviewing disciplinary complaints, imposing appropriate disciplinary measures, and considering appeals. This policy does not replace mandatory reporting obligations or the jurisdiction of Hockey Edmonton, Hockey Alberta, Hockey Canada, law enforcement, child protection authorities, or any other applicable governing body or authority.

1. Submission of a Complaint

All formal disciplinary complaints must be submitted through the Millwoods Hockey Complaint Form, unless the Association authorizes another submission method due to accessibility, urgency, or exceptional circumstances. A complaint must provide sufficient details to permit a fair review, including the date and location of the incident, the team or program involved, the individuals involved, a description of the concern, and any available supporting documentation or witness information. The Operations Manager will receive, document, and securely retain submissions and will forward the complaint to the appropriate Category Director or another uninvolved Association representative where a conflict of interest exists. Matters involving immediate safety risk, suspected abuse, harassment, maltreatment, criminal conduct, or a mandatory reporting obligation will be referred through the appropriate reporting channel without delay. The Association may take interim protective measures while a matter is being reviewed.

2. Initial Review and Resolution

The applicable Category Director and Operations Manager will conduct the initial review. Assistant Category Directors or other appropriate Association representatives may be consulted when necessary. The review may include gathering information, speaking separately with the complainant, respondent, and relevant witnesses, reviewing documentation, and determining whether the matter falls within the Association's authority. Where appropriate, matters may be resolved through clarification, education, facilitated discussion, behavioural expectations, or another proportionate informal measure. Informal resolution will not be used where the seriousness of the allegations, participant safety, governing body requirements, or a material power imbalance makes it inappropriate.

3. Initial Determination and Written Outcome

The Operations Manager and Category Director will determine the outcome following the initial review and communicate the decision in writing. There is no additional escalation stage within the Association. If the individual accepts the outcome, the matter is documented as resolved and the file is closed. If the individual disagrees with the outcome, the next available internal step is a formal appeal under this policy.

4. Disciplinary Measures and Decisions

Disciplinary measures will be proportionate to the substantiated conduct and may take into account the nature and severity of the incident, participant safety, previous relevant conduct, acceptance of responsibility, corrective efforts, and applicable Association and governing-body policies. Possible disciplinary measures include: • Verbal or written warning. • Education, behavioural expectations, or probation. • Temporary restriction or suspension from Association activities. • Removal from a team, coaching role, volunteer position, or other Association role. • Removal from membership or participation in Millwoods Hockey Association, where warranted and permitted by applicable rules. • Other reasonable and proportionate corrective or protective measures permitted by applicable rules. Before a final disciplinary decision is made, the affected individual will be informed of the substance of the allegations and provided a reasonable opportunity to respond, except where immediate protective measures are necessary. Interim measures are not a final determination of responsibility. A formal disciplinary decision will be communicated in writing and will identify the outcome, the applicable disciplinary measure, its effective date and duration, any conditions for return, and available appeal information. Reasons may be summarized to protect confidential or sensitive information.

5. Right to Appeal an Initial Determination

An individual directly affected by a decision of the Operations Manager and Category Director who does not accept that outcome may submit a formal appeal. No additional escalation or reconsideration stage is required or available before the appeal. When the individual accepts the decision and the matter is documented as resolved and closed, there is no internal appeal. An appellant is not required to establish specific grounds of appeal. This process applies to matters within Millwoods Hockey Association's authority and does not replace procedures required by Hockey Edmonton, Hockey Alberta, Hockey Canada or another competent authority.

6. Appeal Submission and Fee

A written appeal must be received within seven (7) calendar days after the individual receives the initial written decision. The appeal must identify the decision being challenged, the requested outcome, and any supporting facts or documents the appellant wishes the Committee to consider. A $200.00 appeal fee must accompany every appeal. The fee is non-refundable regardless of the appeal outcome, including when the decision is changed or overturned, or the appeal is withdrawn or dismissed. A late or incomplete submission may not proceed. A matter accepted as resolved and documented as closed is not eligible for an internal appeal. An appeal does not automatically suspend the underlying decision unless the Appeal Committee grants a temporary stay after considering safety and fairness.

7. Appeal Screening and Review

The Operations Manager or an uninvolved Board designate will confirm whether the submission is complete, timely, and challenging an initial decision that was not accepted as resolved. This administrative screening does not determine the merits of the appeal. An eligible appeal will be reviewed by a five-member Appeal Committee consisting of the President, Vice President, Operations Manager, Head Hockey Director, and Assistant Head Hockey Director. If any designated member is unavailable or has a conflict of interest, the remaining eligible Committee members will appoint another Millwoods Hockey Association Board member to fill the vacancy. Any replacement must have no personal involvement, relationship, or conflict of interest relating to the incident or appeal. All five Committee positions must be filled by eligible members before a decision is made. The Committee will select a chair and decisions will be made by majority vote. Individuals involved in the original decision may provide records, information, or clarification at the Committee’s request. The appellant will receive a reasonable opportunity to present the appeal and supporting information. An appeal meeting will be scheduled and conducted either in person or online, depending on scheduling and the availability of Committee members. The appellant will be provided with meeting details and an opportunity to present their appeal. The Committee may establish reasonable meeting procedures and timelines. The Committee may review the decision, facts, and procedures relevant to the appeal. The Association will endeavour to complete the appeal review and communicate its decision within fourteen (14) calendar days after receiving a complete appeal and the required fee, subject to the complexity of the matter and participant availability.

8. Appeal Outcome

The Appeal Committee may uphold, modify, or overturn the original decision, or return the matter for further consideration with appropriate directions. The written appeal decision will provide a summary of the outcome and will conclude Millwoods Hockey Association's internal appeal process. The internal decision remains subject to any further appeal rights available through Hockey Edmonton, Hockey Alberta, Hockey Canada, or another applicable governing body. A participant is responsible for confirming and meeting any external eligibility, filing, timing, fee, and procedural requirements.

9. Confidentiality, Records, and Privacy

Complaints, reviews, disciplinary decisions, and appeals will be handled confidentially to the extent reasonably possible. Information will be shared only with individuals who require it to fulfill their responsibilities, to ensure procedural fairness or participant safety, or where disclosure is required by law, policy, insurance, or governing-body reporting obligations. The Association will securely retain complaint, investigation, decision, and appeal records in accordance with its records-management and privacy practices. Absolute confidentiality cannot be guaranteed where disclosure is necessary to investigate, respond, report, or enforce a decision.

10. Authority and Review

If this policy conflicts with a mandatory requirement of Hockey Edmonton, Hockey Alberta, Hockey Canada, applicable legislation, or another authority having jurisdiction, the mandatory requirement will prevail. The Board may approve administrative forms and procedures necessary to implement this policy. This policy and the appeal fee should be reviewed before each hockey season and whenever governing-body requirements materially change.

Reporting Forms

Members may use the appropriate reporting form available on the Millwoods Hockey website. Informal Conduct Concern Form — For general concerns that may be addressed through discussion, clarification, or informal intervention. Formal Conduct Complaint & Incident Reporting Form — For alleged misconduct, harassment, bullying, inappropriate behaviour, or violations of MWHA policies and Codes of Conduct. Serious safety concerns or matters requiring immediate intervention should be reported promptly and should not wait for informal resolution. Discipline & Appeals | 4 Discipline & Appeals | 4 Discipline & Appeals | 4