



Code of Conduct: Complaint Intake Form

Please note the following:

- Complaints will be addressed in accordance with the Hockey PEI Code of Conduct along with supporting policies that may apply on a case by case basis
- Definitions are provided in the Appendix of this document (Bullying, Harassment, Abuse, Misconduct, etc.)
- Once completed, this form can be emailed to info@hockeypei.com

Please complete the following:

1. **Person filing complaint:** Player Parent Volunteer Official Employee

First Name		Last Name	
Minor Hockey Association	Team		Position with Team/Association
Telephone Number		Email	

2. **Person on whose behalf the complaint is made:** (if same as above, leave blank)

First Name	Last Name
Birth Date (dd/mm/yyyy)	

3. **Name of person(s) who the complaint is being filed against:**

First Name	Last Name	
Minor Hockey Association	Team	Title/Role
First Name	Last Name	
Minor Hockey Association	Team	Title/Role

4. **When did the incident(s) occur? (dd/mm/yyyy):** _____



5. Please check the grounds that best describe your complaint:

A. Harassment (refer to Appendix)

Type of behaviour:

<input type="checkbox"/> Conduct	<input type="checkbox"/> Gestures	<input type="checkbox"/> Comments
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Based on:

<input type="checkbox"/> Race	<input type="checkbox"/> Ethnicity	<input type="checkbox"/> Disability	<input type="checkbox"/> Colour
<input type="checkbox"/> Religion	<input type="checkbox"/> Age	<input type="checkbox"/> Sexual Orientation	<input type="checkbox"/> Sex/Gender
<input type="checkbox"/> Marital Status	<input type="checkbox"/> Family Status	<input type="checkbox"/> Pardoned Conviction	

B. Abuse (refer to Appendix)

Type of behaviour:

<input type="checkbox"/> Physical	<input type="checkbox"/> Emotional	<input type="checkbox"/> Sexual	<input type="checkbox"/> Neglect
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C. Bullying (refer to Appendix)

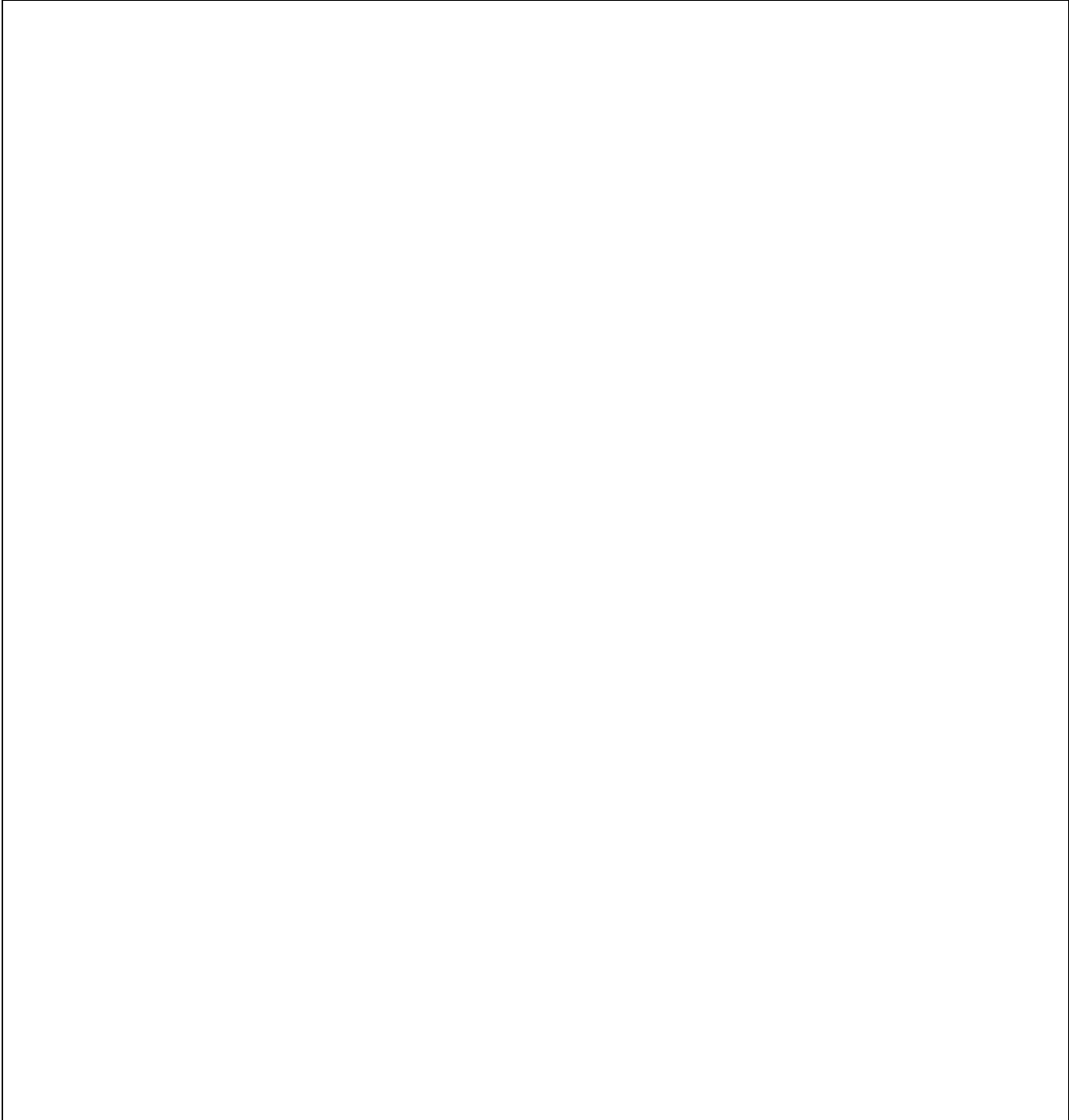
Type of behaviour:

<input type="checkbox"/> Physical	<input type="checkbox"/> Verbal	<input type="checkbox"/> Relational	<input type="checkbox"/> Cyber Bullying
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D. Misconduct (refer to Appendix)

6. Particulars: Please provide a summary of the incident(s) you are complaining about. Your summary must answer the following questions. Section 6 is to be no longer than 2 pages. You may attach any additional documents if necessary.

<ol style="list-style-type: none"> 1. Date that the incident(s) happened 2. Where did the incident happen? 3. Who was involved? 4. What happened? 5. How do the incidents relate to the ground(s) you selected? 6. Remedy/Resolutions you are seeking





Appendix A: Definitions

The following definitions can be found in Hockey Canada's Bullying, Harassment, and Abuse Policies. It is important to understand the difference between these definitions when filing a complaint.

- 1. 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, and 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 the grounds prohibited in human rights legislation, such as race, ethnicity, colour, religion, age, sex, marital status, family status, disability, pardoned conviction and sexual orientation. Harassment may occur among anyone between peers (e.g. player to player of the same age group, parent to official, coach to coach) or between someone in a position of power or authority and an adult in a subordinate position (e.g. coach to player, sports administrator to employee). The following is a non-exhaustive list of examples of harassment:
 - Unwelcome jokes, innuendo, or teasing about a person's body, looks, race, sexual orientation, etc.
 - Condescending, patronizing, threatening or punishing actions which undermine self-esteem
 - Practical jokes which cause awkwardness or embarrassment, or may endanger a person's safety
 - Degrading or inappropriate hazing rituals
 - Unwanted conduct, comments, gestures or invitations of a sexual nature which are likely to cause offence or humiliation, or which might on reasonable grounds be perceived as placing a condition of a sexual nature on employment or on any opportunity for training or advancement
 - Sexual assault or physical assault
- 2. Bullying** – Bullying involves a person expressing their power through the humiliation of another person. Bullying occurs between people at any age and is not addressed under human rights legislation. It is inappropriate behaviours that are typically cruel, demeaning and hostile towards the bullying target (most commonly occurs between children under the age of twelve but may also constitute behaviours between youth or between adults). The actual issue of bullying is not addressed by the law, except when the behaviour does become a criminal issue – e.g. extortion, physical assault, etc. Bullying can be broken down into four categories:
 - **Physical** (hitting or kicking, taking/damaging personal property)
 - **Verbal** (name calling, insults, constant teasing)
 - **Relational** (try to cut off victims from social connection by convincing peers to exclude or reject a certain person)
 - **Cyber Bullying**

The following is a non-exhaustive list of tactics used by bullies to control their targets:

- Unwarranted yelling and screaming directed at the target
- Continually criticizing the target's abilities
- Blaming the target of the bullying for mistakes
- Making unreasonable demands related to performance
- Repeated insults or put downs of the target



- Repeated threats to remove or restrict opportunities or privileges
 - Denying or discounting the targets accomplishment
 - Threats of and actual physical violence
3. **Abuse** – Child abuse is any form of physical, emotional, and/or sexual mistreatment or lack of care which causes physical injury or emotional damages 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.
- **Emotional Abuse** – Emotional abuse is a chronic attack on a child’s self-esteem; it is psychologically destructive behaviour 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’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** – Neglect is 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. This may occur in hockey when injuries are not adequately treated or players are made to play with injuries, equipment is inadequate or unsafe, no one intervenes when team members are persistently harassing another player, or road trips are not properly supervised.
 - **Sexual Abuse** – Sexual abuse is when a young person is used by an older child, adolescent or adult for his or her own sexual stimulation or gratification. There are two categories:
 - i. **Contact** – touched or fondled in sexual areas, forced to touch another person’s sexual areas, kissed or held in a sexual manner, forced to perform oral sex, vaginal or anal intercourse, vaginal or anal penetration with an object or finger, sexually oriented hazing, etc.
 - ii. **Non-Contact** – Obscene remarks on phone/computer or in notes, voyeurism, shown pornography, forced to watch sexual acts, sexually intrusive questions and comments, forced to pose for sexual photographs or videos, forced to self-masturbate or forced to watch others masturbate, etc.
4. **Misconduct** – Misconduct refers to any behaviour or pattern of behaviour that is found to be in violation of the Hockey PEI Code of Conduct and that does not otherwise classify as harassment, abuse, or bullying.



Appendix B: Dispute Resolution Process

