



# ONTARIO HOCKEY FEDERATION COMPLAINT INTAKE FORM



**Please note the following:**

- Complaints of harassment, abuse, bullying or misconduct will not qualify a player for an automatic release.
- Definitions are provided.
- Substantiated allegations of harassment, abuse, bullying or misconduct will be considered for sanctions ranging in severity from: no further action to expulsion.
- The OHF cannot guarantee complete confidentiality. The contents of this document may be shared in an effort to resolve this complaint here within. By completing the form, you agree that the OHF may share some or all of this information in the process of resolving the complaint.
- Complaints will be addressed according to severity, resources and safety for participants.
- Fax or email completed form to 519 620 7476 or scampbell@ohf.on.ca

**Please complete the following:**

1. **Person making the complaint:**  Player  Parent  Volunteer  Official  Employee

First Name		Last Name	
Address			
City/Town	Province	Postal Code	
Telephone Number	Fax Number	Email	

2. **Person on whose behalf the complaint is made:** (to be completed if different from above)

First Name		Last Name	
Birth Date (day / month / year)			

3. **Name of person(s) against whom you are complaining:**

First Name		Last Name	
Title/Role		Name of Association/Club	
First Name		Last Name	
Title/Role		Name of Association/Club	

4. **When did the last incident occur? (date):** \_\_\_\_\_



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**5. Please check the ground(s) that best describes your complaint:**

A.  Harassment (refer to Definitions)

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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
<input type="checkbox"/> Marital status	<input type="checkbox"/> Family status	<input type="checkbox"/> Pardoned conviction	

B.  Abuse (refer to Definitions)

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Type of behaviour:

<input type="checkbox"/> Physical	<input type="checkbox"/> Emotional	<input type="checkbox"/> Sexual	<input type="checkbox"/> Neglect
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Please note: Neither the OHF, nor any Member thereof will investigate reports of abuse that meet the definition provided. This information will be provided to the appropriate authorities for follow up.

C.  Bullying (refer to Definitions)

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Type of behaviour:

<input type="checkbox"/> Physical	<input type="checkbox"/> Verbal	<input type="checkbox"/> Relational	<input type="checkbox"/> Reactive
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D.  Hazing (refer to Definitions)

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E.  Misconduct (refer to Definitions)

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Please note: Complaints of misconduct will generally be directed to the Member Partner or Local Association or Club for formal or informal resolution according to that organization's constitution or policies.



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**6. Particulars:** Provide a summary of the incidents 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 as necessary.

1. Date incident(s) happened
2. Where did the incident(s) happen?
3. Who was involved (Name and title/role)?
4. What happened?
5. How were you treated differently from others (if at all)?
6. How do the incident(s) relate to the ground(s) you selected?
7. Remedy/Resolutions you are seeking

Day/Month/Year

Signature of Complainant





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## DEFINITIONS

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The following are definitions will be used to determine the grounds on which the complaint is made and the process to address it.

The OHF acknowledges and supports Hockey Canada's definitions of bullying and harassment and abuse.

### **Bullying**

Bullying describes behaviors that are similar to harassment, but occur between child and youth that are not addressed under human rights laws. Bullying is intentionally hurting someone in order to insult, humiliate, degrade or exclude him or her. Bullying can be broken down into five categories:

#### **Physical Bullying:**

Hitting, shoving, kicking, spitting on, grabbing, beating others up, damaging or stealing another persons property; used most often by boys.

#### **Verbal Bullying:**

Name calling, hurtful teasing, humiliating or threatening someone, degrading behaviors; may happen over the phone, through text messaging or chat rooms, through social media sites, in notes or in person.

#### **Relational Bullying:**

Trying to cut off victims from social connection by convincing peers to exclude or reject a certain person; used most often by girls. This may happen in person, over the phone, through the computer.

#### **Reactive Bullying:**

Engaging in bullying as well as provoking bullies to attack by taunting them

#### **Cyber Bullying:**

Involves the use of information and communication technologies such as email, cell phones and text messaging, camera phones, instant messaging, social networking sites such as facebook and twitter, defamatory personal websites, to support deliberate, repeated and hostile behavior by an individual or group that is intended to harm others, threaten, harass, embarrass, social exclude or damage reputations and friendships.:

### **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 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 a prohibited ground of discrimination in human rights legislation, including race, ethnicity, colour, religion, age, sex, marital status, family status, disability, pardoned conviction and sexual orientation.**

### **Abuse**

Child abuse is any form of physical, emotional and/or sexual mistreatment or lack of care which causes physical injury or emotional damage 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.

Abuse is an issue of child protection. Protection refers to provincial, territorial or Aboriginal band-appointed child protective services. A child may be in need of protection from harm if abuse or neglect is suspected. Information about one's legal duty to report and circumstances under which reporting must occur according to child protection legislation is available at [www.hockeycanada.ca](http://www.hockeycanada.ca).

### **Emotional Abuse**

Emotional abuse is a chronic attack on a child or youth'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 or youth's needs.



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## **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**

A general definition of neglect is the 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.

## **Sexual Abuse**

Sexual abuse is when a child or youth is used by a child or youth with more power or an adult for his or her own sexual stimulation or gratification. There are two categories of sexual abuse: contact and non-contact.

## **Misconduct**

Misconduct refers to the behaviour or a pattern of behaviour that is found, by a formal (for example an independent investigation) or informal process (i.e. for example an internal fact finding), to be contrary to the OHF Code of Conduct and that is not harassment, abuse or bullying.

## **OHF Code of Conduct**

1. The OHF is committed to providing a sport environment in which all individuals are treated with respect.
2. During the course of all OHF activities, athletes, coaches, parents, directors, volunteers, staff, chaperones and others within each of the OHF Member Partners:
  - a) Shall conduct themselves, at all times, in a fair and responsible manner and refrain from comments or behaviours that are disrespectful, offensive, abusive, racist or sexist. In particular, the OHF will not tolerate behaviour that constitutes harassment or abuse or bullying, and;
  - b) Shall avoid behaviour which brings the OHF and/or it's Member Partners, or the sport of hockey into disrepute, including but not limited to the abusive use of alcohol and/or non-medical use of drugs, and;
  - c) Shall not use unlawful performance enhancing drugs or methods, nor shall they engage in activity or behaviour that endangers the safety of others, and;
  - d) Shall at all times adhere to Hockey Canada, OHF and it's Member Partner's operational policies, procedures and any rules governing any competition in which they participate on behalf of the OHF and/or Member Partner.
3. Failure to comply with this Code of Conduct may result in disciplinary action, including, but not limited to, the loss or suspension of certain or all privileges connected with the respective Member Partner and/or OHF including the opportunity to participate in OHF and it's Member Partner activities. Such discipline may include the removal or ban from an arena, games, practices and other team activities.

The full OHF Harassment, Abuse, Bullying & Misconduct Policy  
is available on the OHF website:

[www.ohf.on.ca](http://www.ohf.on.ca)