BURNABY MINOR HOCKEY ASSOCIATION

GOVERNANCE POLICY

COMPLAINTS & DISCIPLINE POLICY	
Policy #: GOV-001	**Category: Governance**
Version: 1	**Effective: October 14, 2026**

1. PURPOSE

The BMHA Codes of Conduct, policies and applicable governing rules set expectations for behaviour. This policy explains how Burnaby Minor Hockey Association (BMHA) receives and addresses reports about conduct, including formal complaints, discipline and appeals.

The policy operates in accordance with the BMHA Constitution and Bylaws, particularly Part 14 — Complaints, Discipline and Appeals. It supports fair and respectful participation and a consistent approach to addressing conduct.

2. SCOPE

2.1 Persons covered

This policy applies to conduct connected to BMHA activities involving parents or guardians of BMHA players, players, BMHA members, teams and people acting on behalf of BMHA. This includes coaches and other team officials, volunteers, Directors and staff.

2.2 Matters covered

Conduct connected to BMHA activities may occur at games, practices, team events or in communications, including online. The following distinctions guide BMHA's response:

Routine matters include communication issues, routine coaching decisions and minor disagreements that may be addressed through discussion, clarification or voluntary informal resolution.

Conduct requiring further review includes alleged breaches of BMHA's Constitution, bylaws, Codes of Conduct, policies or applicable rules, particularly where the behaviour is serious, repeated, harmful or unresolved. These matters may require formal review and referral to the Discipline Committee.

Examples include abusive or threatening comments, bullying or harassment, repeated disrespectful behaviour, unsafe conduct and damage to property. Matters involving suspected maltreatment are subject to the external reporting provisions in section 3.4.

2.3 Governing-body jurisdiction

Game penalties and suspensions imposed under Hockey Canada, BC Hockey or PCAHA rules are governed by the applicable external process. This policy does not replace those rules or authorize BMHA to overturn an external decision.

2.4 Conduct toward game officials

BMHA members and representatives must not approach, engage with or confront a game official to criticize a call, challenge a decision or provoke a negative interaction. This applies before, during and after games, on or off the ice.

Officiating concerns must be raised with BMHA for referral through the appropriate process.

3. REPORTING

3.1 Addressing routine matters

Routine matters may be addressed through direct discussion where appropriate, subject to the 24-hour rule in section 3.3. Serious, repeated or unresolved conduct may be reported directly to BMHA. Direct discussion is not required where it would be inappropriate or unsafe.

3.2 Submitting a report or formal complaint

Reports about conduct must be submitted through BMHA's designated online form, designated by the Executive under Bylaw 14.1, and include the reporting person's name. Reports received by other means will be directed to the form for submission.

Anonymous reports are not accepted. The reporting person's name must be provided to those administering the matter; a name withheld by another BMHA representative does not meet this requirement. Reports are handled confidentially as set out in section 4.3.

A formal complaint under the bylaws must be submitted within seven days from the date on which the complaint arose.

3.3 The 24-hour rule

Parents and guardians must wait at least 24 hours after an incident before raising a non-urgent concern with a coach, team manager, division manager, Executive member or other BMHA representative.

This requirement does not apply where safety is at risk or the matter is time-sensitive. It does not prevent a report from being submitted to BMHA sooner or extend the deadline for a formal complaint.

Not following the 24-hour rule does not, by itself, establish bullying or result in automatic suspension.

3.4 Safety and external reporting

Immediate safety concerns should be reported promptly. Where there is immediate danger, emergency services should be contacted. Immediate safety action and required external reporting must not be delayed while awaiting form submission or because the source of information is unidentified.

Suspected abuse, harassment, bullying or other maltreatment should be reported through Hockey Canada's independent Safe Sport process for minor hockey. Current reporting information is available through BC Hockey's Safety/Maltreatment page at www.bchockey.net/member-info/safety-maltreatment. BMHA's online form does not replace that process.

4. FAIRNESS AND CONFIDENTIALITY

4.1 Cooperation and protection from retaliation

Those involved in a matter are expected to cooperate honestly and respectfully. BMHA will not tolerate retaliation against a person for making a report honestly, based on information believed to be true, or for participating in a review.

4.2 Conflicts and consistency

Anyone handling a matter who has a conflict of interest must disclose it and step aside. BMHA will consider the circumstances of each case and aim to respond consistently to similar conduct.

4.3 Confidentiality

BMHA will handle reports and formal complaints confidentially. Information will be shared only with people who need it to address the matter, ensure a fair process or meet a reporting obligation.

The reporting person's identity may need to be shared to address the matter fairly. BMHA representatives must not promise anonymity when receiving or handling a report or formal complaint.

Information about an outcome may be shared where appropriate, while respecting the privacy of those involved.

5. HOW BMHA RESPONDS

5.1 Assessment and resolution

BMHA will assess reports in light of immediate safety needs, applicable rules and external reporting requirements. Depending on the circumstances, a matter may be addressed through clarification, education or voluntary informal resolution, or referred for formal review under the bylaws. BMHA may also determine that no further action is warranted.

Immediate safety concerns will be assessed promptly. Informal resolution will not be required where safety or the nature of the allegation calls for another response.

5.2 Communication and opportunity to respond

Where contact information is available, BMHA will acknowledge receipt as soon as reasonably practicable and provide appropriate updates, while respecting the privacy of those involved.

The DOC Chair sends the complainant written notice within four days of a DOC or Executive determination to dismiss, further review or refer the complaint to the Discipline Committee.

Submitting a report does not mean that misconduct has occurred. The person who is the subject of a formal complaint will be advised of it as soon as reasonably practical and given an opportunity to respond in writing or in person under Part 14 of the bylaws.

Both the complainant and the person complained about may provide further information to the Discipline Committee. The information will be considered fairly before a decision is made. Where a minor is involved, BMHA will make appropriate arrangements for support from a parent or guardian.

5.3 Matters referred back to BMHA

Where an independent Safe Sport process or another governing body refers a matter back to BMHA, BMHA will address it within its authority and any applicable directions or restrictions. BMHA will coordinate its response with the referring body and will not interfere with an external investigation.

6. DISCIPLINE AUTHORITY

6.1 Executive and Discipline Oversight Committee

The Executive retains overall authority and oversight under the bylaws. The Discipline Oversight Committee (DOC) carries out the intake, review, investigation, informal resolution and referral responsibilities delegated to it by the Executive.

6.2 President's interim suspension authority

The President and the DOC may assess whether an interim suspension is needed. The President may authorize an interim suspension under Bylaw 14.5 where reasonably necessary to protect participant safety, welfare, property, orderly operations or the integrity of a complaint review. An interim suspension is temporary and precautionary; it is not a disciplinary penalty or a final determination of misconduct.

Unless lifted earlier by the President, an interim suspension may remain in effect for up to seven days. Any interim suspension exceeding seven days must be referred to the Discipline Committee for review and determination.

Under Bylaw 14.5, the affected person remains ineligible to participate in games, team events or official Association business pending that determination. The Discipline Committee determines whether misconduct occurred and what disciplinary outcome, if any, is appropriate.

6.3 Coach suspension authority

Coaches may suspend a player in U11 and older for up to two consecutive games for team disciplinary reasons, including attendance or breaches of team expectations.

Any proposed disciplinary suspension beyond two consecutive games must be referred to the Discipline Committee for review and determination under Part 14 of the bylaws. Concerns about a coach-imposed suspension may be reported under this policy. A coach-imposed suspension is not a Discipline Committee decision and does not proceed directly to the appeal process in section 7.

6.4 Discipline Committee and outcomes

The Discipline Committee determines referred matters under Part 14 of the bylaws. Where misconduct is established through the formal process, it may impose disciplinary outcomes including:

- Warning, reprimand or apology.
- Education or behavioural conditions.
- Removal from a volunteer or team role.
- Restrictions on attendance or participation.
- Suspension or another reasonable corrective measure.

6.5 Membership expulsion

Removal from a role, restrictions on participation and suspension do not constitute expulsion from membership. Under Bylaw 4.4, expulsion requires a Special Resolution of the Membership, with notice, reasons and an opportunity for the member to respond.

7. APPEALS

7.1 Appeal to the Appeals Committee

The complainant or the person complained about (or that person's parents, where appropriate) may appeal a Discipline Committee decision. The appeal must set out the reasons for the appeal and relevant supporting information in writing and be submitted to the President within seven days of notification of the decision.

The Appeals Committee may uphold, modify or overturn the Discipline Committee's decision. No person involved in the original matter may serve on the Appeals Committee for that matter. The Vice-President Risk and Executive Administrator may provide procedural and administrative support without serving as committee members or participating in deliberations or decisions. The committee retains control of its proceedings.

Other parties may provide a written response, and the parties have an opportunity to be heard in person, as provided in Bylaw 14.9. Decisions are communicated in writing within the timelines required by the bylaws.

7.2 Further appeal to the Membership

An Appeals Committee decision may be further appealed to the Membership at a General Meeting. The appeal must include full particulars and be submitted in writing to the President within 14 days of the decision. The Membership's decision by Ordinary Resolution is the final recourse within BMHA.

7.3 Internal remedies and external reporting

Bylaw 14.11 addresses exhaustion of internal appeal and dispute resolution procedures before external escalation. BMHA's internal process does not replace independent Safe Sport reporting or required reporting to emergency services, law enforcement or child protection authorities. Applicable governing-body requirements and legal obligations prevail.

8. RELATED GOVERNANCE DOCUMENTS

- BMHA Constitution and Bylaws, effective June 9, 2026 (especially Part 14).
- Applicable BMHA Codes of Conduct and other conduct policies.
- BMHA Discipline Oversight Committee, Discipline Committee & Appeals Committee SOP.

The bylaws and applicable governing-body requirements prevail if they conflict with this policy. BMHA reviews the policy at least annually and following a material change to the governing rules.

9. REPLACEMENT OF PREVIOUS POLICY

This policy supersedes previous BMHA policy provisions concerning complaint reporting, discipline and appeals to the extent of any inconsistency. Existing Codes of Conduct and other conduct requirements remain applicable.

REVISION HISTORY

Version #	Date	Description
1	Oct 7, 2026	Replaces the complaints and discipline provisions in the May 2020 Policy Manual to align with the June 2026 bylaws and clarify reporting, committee roles, disciplinary authority and appeals.