Standard Operating

PROCEDURE

Name: Complaints, Discipline & Appeals

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PURPOSE & SCOPE

This SOP explains how BMHA receives and reviews reports, administers discipline and appeals, and closes matters, and explains the process for members. It implements the BMHA Complaints & Discipline Policy and Part 14 of the Constitution and Bylaws (Complaints, Discipline and Appeals).

The purpose is to ensure that all complaints, disciplinary and appeal proceedings are handled fairly, consistently, and in accordance with BMHA's bylaws and policies.

PROCEDURE

1. ROLES, COMMITTEES AND CONFLICTS

1.1 General Responsibilities

Role	Responsibility
Executive	Authorizes the DOC's role under Bylaw 14.4, and retains overall authority and oversight.
Discipline Oversight Committee (DOC)	Reviews reports, gathers information, decides on informal action, closure or referral, and monitors follow-up. Does not conduct discipline hearings, determine misconduct or impose disciplinary penalties.
Discipline Committee	Independently reviews referred matters. Voting members, including a Chair designated from among them, determine whether misconduct occurred and decide the outcome.

Role	Responsibility
Appeals Committee	Independently hears appeals. Members must not have been involved in the original matter. Voting members, including a Chair designated from among them, uphold, modify or overturn the Discipline Committee's decision.
Vice-President Risk / DOC Chair	Chairs and votes on the DOC; coordinates review, respondent notification and substantive follow-up. Provides process facilitation and presents information to the Discipline and Appeals Committees without serving as a member or participating in deliberations or decisions.
President	Authorizes interim suspensions, receives appeals and distributes appeal outlines.
Executive Administrator	Provides non-voting administrative support to the DOC, Discipline and Appeals Committees.

Discipline Oversight Committee (DOC)

The DOC comprises the Vice-President Risk (Chair), President, Director of Volunteers and Executive Administrator. The Vice-President Risk, President and Director of Volunteers are voting members; the Executive Administrator is non-voting.

At least two voting members must participate in a decision. Decisions are made by majority vote of those participating. If a tie prevents a decision, the matter is referred to the Executive.

Discipline and Appeals Committees

- **Ratified pool:** Each season, the DOC recommends six neutral individuals, typically former long-time BMHA volunteers inactive for at least one season. The Executive ratifies their appointments to the Discipline and Appeals Committees. The Executive Administrator maintains the list and contact information.
- **Selection and independence:** The Executive Administrator confirms availability. The Vice-President Risk, or an unconflicted designate, selects two or three eligible voting members for each matter. Three are preferred for complex or precedent-setting discipline matters. Unassigned members remain available for appeals. Appeals Committee members must not have been involved in the original matter.
- **Chair and decisions:** Each committee selects a Chair from its voting members. All selected members must participate in the review and decision. Decisions are made by majority vote. If two members cannot agree, a third eligible member is selected from the ratified pool and reviews the matter before a decision is made.
- **Process support:** The Vice-President Risk facilitates the process and presents information as needed; the Executive Administrator provides administrative support. Neither serves as a committee member or participates in deliberations or decisions. The committee controls its proceedings, and the parties have an opportunity to review and respond to information presented by the Vice-President Risk.

1.2 Conflicts and replacements

Anyone involved in administering or deciding a matter must disclose any actual or reasonably perceived conflict and step aside. The Executive Administrator records disclosures and replacements.

Discipline Oversight Committee (DOC)

- **Chair:** If the Vice-President Risk is conflicted, the President chairs. If both are conflicted, the unconflicted Director of Volunteers chairs.
- **Voting replacements:** The unconflicted President or Vice-President Risk appoints an unconflicted Executive member as a replacement. If both are conflicted, the Executive appoints replacements.
- **Unable to proceed:** If the DOC cannot be formed or make a valid decision, the Executive determines the next step.

Discipline and Appeals Committees

- **Voting replacements:** The Vice-President Risk, or an unconflicted designate, selects eligible replacements from the ratified pool. Appeals Committee replacements must not have been involved in the original matter. If there are insufficient eligible individuals, the DOC recommends additional neutral individuals for Executive ratification.
- **Chair:** If the Chair is replaced, the committee selects a new Chair from its voting members.
- **Facilitator:** If the Vice-President Risk is conflicted, the unconflicted President facilitates. If both are conflicted, the unconflicted Director of Volunteers facilitates. If none is available and unconflicted, the Executive appoints an unconflicted facilitator. The facilitator does not serve as a committee member or participate in deliberations or decisions.

2. RECEIVE AND RECORD THE REPORT

2.1 Immediate safety concerns

Anyone receiving an immediate safety concern promptly notifies the President and Vice-President Risk, who assess protective action and external reporting requirements under the policy. Immediate safety action must not wait for the complaint process.

2.2 Review the submission

The “Conduct & Incident Report” form receives concerns and complaints. Anonymous reports are not accepted; immediate safety concerns follow section 2.1. The DOC determines the appropriate process.

- Executive members, division managers and team officials receiving concerns or complaints outside the form direct the reporting person to the “Conduct & Incident Report” form. Formal complaints must be submitted through the form within the policy’s seven-day deadline.
- Submitted forms automatically notify DOC members. If a DOC member is replaced due to a conflict, the Executive Administrator provides the replacement with the information needed to participate in the review.

Where a conflict is known before submission, the reporting person is provided with an alternative submission route to an unconflicted President or Vice-President Risk. Once a conflict is identified, the conflicted member takes no further part in the matter and is excluded from further case communications.

- The Executive Administrator acknowledges receipt as soon as reasonably practicable and advises that the DOC will review the report. The DOC Chair coordinates any further information gathering and follow-up with the person submitting the report.

3. REVIEW THE REPORT AND GATHER INFORMATION

3.1 Review the report and gather information

For formal complaints, the person submitting the complaint is the "**complainant**"; the person the complaint is about is the "**respondent**".

- The DOC reviews the report and confirms whether BMHA or an external process should address it.
- The DOC Chair coordinates information gathering, including clarification from the complainant and a response from the respondent. The respondent is notified as soon as reasonably practicable and offered an opportunity to respond in writing or in person.
- The DOC may seek information from anyone with relevant knowledge, including other Executive members, team officials, players, or families. Where minors are involved, parent/guardian support and applicable safeguards, including the Rule of Two, apply in person and virtually.
- The Executive Administrator records the review and next steps.

3.2 Consider interim measures

- The President may authorize an interim suspension at any stage under policy section 6.2 and Bylaw 14.5, based on available information and DOC input as appropriate. A suspension may be imposed at any stage; a completed review or finding of misconduct is not required.
- The DOC Chair sends the respondent written notice of the suspension, including its reasons, duration and restrictions. The Executive Administrator retains the notice in the case record.
- Any interim suspension exceeding seven days is referred to the Discipline Committee for review and determination.

4. DECIDE AND COMMUNICATE THE NEXT STEP

The DOC then determines the next step.

4.1 Informal action and closure

- The DOC may arrange discussion, clarification, education or mediation. Participation and any agreement are voluntary; direct discussion is not required where unsafe or inappropriate. Complainant agreement is not required for continued review or referral.
- The DOC assigns follow-up and reviews the outcome. If the matter remains unresolved or further conduct is reported, it reassesses the next step. If no further action is needed, it directs closure under section 7.

4.2 External processes

- Matters governed by Hockey Canada, BC Hockey or PCAHA rules, or an independent Safe Sport process, follow the applicable process. BMHA does not overturn external decisions or interfere with external investigations.
- Required reporting and applicable deadlines must not be delayed. Matters referred back to BMHA are addressed as appropriate, following any instructions provided.

4.3 Discipline Committee referral

- The DOC considers referral for serious, repeated, harmful or unresolved conduct. Proposed coach-imposed player suspensions beyond two consecutive games also go to the Discipline Committee under the policy.
- The Vice-President Risk sends the formal referral under Bylaw 14.6. If conflicted, the President or another person authorized under the bylaws sends it. The review proceeds under section 5.

4.4 Communicate the next step

- 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.
- The Chair also informs the respondent, where appropriate. The DOC determines what information can be shared, respecting privacy.

5. ADMINISTER THE DISCIPLINE COMMITTEE REVIEW

5.1 Select the committee and notify the parties

- The Executive Administrator confirms availability within the ratified pool. The Vice-President Risk selects the voting members under section 1; the Executive Administrator coordinates scheduling and distributes case materials.
- The Discipline Committee begins its review within seven days of notice of referral or an interim suspension exceeding seven days.
- The Vice-President Risk, as facilitator, notifies the complainant and respondent of the review and invites additional information by a specified deadline, as directed by the Discipline Committee. The Executive Administrator coordinates submissions.

5.2 Arrange the review or hearing

- The committee Chair leads the review or hearing. The Vice-President Risk provides process facilitation and presents information as needed. The Executive Administrator attends to provide administrative support. Neither the Vice-President Risk nor the Executive Administrator serves as a committee member or participates in deliberations or votes on the outcome.
- Parties receive reasonable notice, relevant information and a fair opportunity to participate and respond. The Chair manages new or late information to preserve that opportunity.
- Participation by minors requires parent/guardian support and applicable safeguards, including the Rule of Two, whether in person or virtually.
- The Chair considers scheduling requests within bylaw deadlines. If a party does not participate after receiving a fair opportunity, the committee may proceed where consistent with the bylaws and records its reasons. Non-participation is not an admission.

5.3 Decide and send the outcome

- Voting Discipline Committee members determine whether misconduct occurred and decide the outcome under policy section 6.4 and the bylaws.
- The Executive Administrator prepares the written decision for the voting members' approval, reflecting their findings, reasons and outcome. Neither the facilitator nor the Executive Administrator may change its substance.
- The Discipline Committee Chair sends the approved decision to all relevant parties, including the complainant and respondent, within 48 hours of the decision, with appeal information.
- Any proposed membership expulsion follows the separate process under Bylaw 4.4, and requires a Special Resolution of the Membership.

6. ADMINISTER AN APPEAL

6.1 Receive the appeal and select the committee

- The complainant or respondent (or the respondent's parents, where appropriate) submits written appeal reasons and supporting information to the President within seven days of notification of the Discipline Committee decision.
- The Executive Administrator confirms availability within the ratified pool. The Vice-President Risk or an unconflicted designate selects eligible voting members under section 1. Appeals Committee members must not have been involved in the original matter and designate one of themselves as Chair. The Executive Administrator coordinates scheduling and appeal materials.
- The President provides the appellant's outline to the Appeals Committee and other parties. Other parties may submit written outlines within four days after the President provides it. The Executive Administrator coordinates submissions.

6.2 Arrange the hearing and communicate the outcome

- After receiving the outlines, the Appeals Committee holds a hearing and gives parties an opportunity to be heard in person under Bylaw 14.9. The Appeals Committee Chair leads the hearing. The Vice-President Risk provides process facilitation and presents information as needed, and the Executive Administrator provides administrative support, under section 5.2. The committee retains control of its proceedings.
- Voting members decide whether to uphold, modify or overturn the Discipline Committee's decision. The appeal is dealt with within five days of the hearing.
- The Executive Administrator drafts the decision, including reasons and outcome, for voting members' approval. Neither the facilitator nor the Executive Administrator may alter its substance.
- The Appeals Committee Chair sends the approved decision to all relevant parties, including the complainant and respondent, within 48 hours of the decision, with information about a further appeal to the Membership.

6.3 Further appeal to the Membership

- A further appeal with full written particulars must reach the President within 14 days of the Appeals Committee decision. The Executive Administrator records receipt and coordinates General Meeting arrangements with the President under Bylaw 14.9.
- The President provides the appeal outline to the other parties, who may submit written outlines of their positions within four days. The Executive Administrator coordinates the exchange of outlines and makes arrangements for the parties to be heard at the General Meeting.
- The Membership decides by Ordinary Resolution. The Executive Administrator records and communicates the outcome. This is BMHA's final internal recourse.
- Internal remedies and external reporting remain subject to the policy and Bylaw 14.11.

7. FOLLOW UP, KEEP RECORDS AND CLOSE THE MATTER

- The DOC identifies who will carry out any required actions and follows up to confirm completion
- The Executive Administrator maintains a secure case record of reports, supporting information, responses, conflicts, committee appointments, decisions, appeals, notices and follow-up. Access is limited to those who need the information for administration, fairness or reporting obligations, subject to applicable access rights under the bylaws and law.
- Confidentiality continues after the process concludes, subject to the policy's disclosure requirements. Alleged retaliation for honest reporting or participation is referred to the DOC.
- The President, supported by the DOC Chair and Executive Administrator, reports DOC actions and unresolved complaints at the next scheduled Executive meeting. Reports use non-identifying summaries where appropriate, with further information provided as required for oversight. Time-sensitive matters may be referred to the Discipline Committee before that meeting in accordance with the bylaws.

- The Executive Administrator records the final outcome and closes the case once required actions are complete and appeal periods have expired or submitted appeals have concluded.

8. TIMELINE REFERENCE

Action	Responsibility	Deadline
Submit a named complaint through the designated form	Complainant	Within seven days from the date the complaint arose - Bylaw 14.1
Acknowledge receipt	Executive Administrator	As soon as reasonably practicable - policy 5.2
Notify the respondent and offer an opportunity to respond	DOC Chair	As soon as reasonably practicable after receipt - Bylaw 14.2
Send the complainant written notice of the next step	DOC Chair	Within four days of the determination - Bylaw 14.4 for Executive determinations; this SOP applies the same deadline to DOC determinations
Refer an interim suspension exceeding seven days	President / Vice-President Risk	Required for any interim suspension exceeding seven days - Bylaw 14.5
Begin Discipline Committee review	Discipline Committee	Within seven days of being notified of a referred complaint or an interim suspension exceeding seven days - Bylaw 14.7*
Send the approved Discipline Committee decision to all relevant parties	Discipline Committee Chair	In writing within 48 hours of the decision - Bylaw 14.7
Submit an appeal to the President	Appellant	Within seven days of notification of the Discipline Committee decision — Bylaw 14.9(b)
Submit other parties' appeal outlines	Other parties	Within four days after the President provides the appellant's outline - Bylaw 14.9(c)
Deal with the appeal	Appeals Committee	Within five days of the appeal hearing - Bylaw 14.9(e)
Send the approved Appeals Committee decision to all relevant parties	Appeals Committee Chair	In writing within 48 hours of the decision - Bylaw 14.9(e)
Submit a further appeal to the Membership through the President	Appellant	Within 14 days of the Appeals Committee decision - Bylaw 14.9(f)**

*The Discipline Committee's seven-day deadline is for starting the review, not completing it, and runs from notification to the committee, not receipt of the form.

**A further appeal to the Membership follows the outline exchange and hearing process under Bylaw 14.9(g). The 14-day deadline is for submitting the appeal, not holding the General Meeting.

RELATED DOCUMENTS

- BMHA Constitution and Bylaws, effective June 9, 2026, particularly Part 14 — Complaints, Discipline and Appeals
- BMHA Complaints & Discipline Policy (draft pending approval)
- BC Hockey Safety/Maltreatment reporting information: www.bchockey.net/member-info/safety-maltreatment
- Applicable BMHA Codes of Conduct and current external reporting and hockey processes

REVISION HISTORY

Date:	Revised By:	Edit Description:
October 14, 2026	Rebecca Chau	Updates the November 2025 SOP to align with the June 2026 bylaws and the Complaints & Discipline Policy, clarifying DOC responsibilities, committee composition, reporting, discipline, appeals and timelines.