



## Hockey New Brunswick Complaint Intake Form

### Please note the following:

- Complaints of harassment, abuse or bullying will not qualify a player for an automatic release.
- Definitions are provided in Appendix A.
- Substantiated allegations of harassment, abuse or bullying will be considered for sanctions ranging in severity from: no further action to expulsion.
- Hockey New Brunswick 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 Hockey New Brunswick 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 506-453-0868 or [mstlaurent@hnb.ca](mailto:mstlaurent@hnb.ca)





## Hockey New Brunswick Complaint Intake Form

**Please complete the following:**

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

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

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

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





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Title/Role	Name Association/Club

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

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

A. Harassment (refer to Appendix A)

Type of behaviour:

*Conduct*                      *Gestures*                      *Comments*

Based on:

*Race*                      *Ethnicity*                      *Disability*                      *Color*

*Religion*                      *Age*                      *Sexual Orientation*                      *Sex*

*Marital Status*                      *Family Status*                      *Pardoned conviction*

B. Abuse (refer to Appendix A)

Type of behaviour:

*Physical*                      *Emotional*                      *Sexual*                      *Neglect*

Please note: Neither Hockey New Brunswick, 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 Appendix A)

Type of behaviour:

*Physical*                      *Verbal*                      *Relational*                      *Reactive*





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D. Misconduct (refer to Appendix A)

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

**6. Particulars:** Provide a summary of the incidents you are complaining about. Your summary must answer the following questions. You may attach any additional documents as necessary.

- a) Date incident(s) happened
- b) Where did the incident(s) happen?
- c) Who was involved (Name and title/role)?
- d) What happened?
- e) How were you treated differently from others (if at all)?
- f) How do the incident(s) relate to the ground(s) you selected?
- g) Remedy/Resolutions you are seeking

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## Appendix A: DEFINITIONS

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

Hockey New Brunswick acknowledges and supports Hockey Canada's definitions of bullying and harassment and abuse.

### **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 Hockey New Brunswick Minor Hockey Council Operations Manual and Fairplay Policy and that is not harassment, abuse, or bullying.

### **Bullying**

Bullying describes behaviours that are similar to harassment, but occur between children under the age of twelve, or behaviours between youth or between adults that are not addressed under human rights laws. Bullying is intentionally hurting someone in order to insult, degrade, or exclude him or her. Bullying can be broken down into four categories: physical, relational (for example, trying to cut off victims from social connection by convincing peers to exclude or reject a certain person), and reactive (for example engaging in bullying as well as provoking bullies to attack by taunting them).

### **Harassment**

Harassment is offensive behaviour – emotional, physical, and/or sexual – that involves discrimination against a person because of their race, national or ethnic group, age, color, religion, family statuses, sexual orientation, sex or gender, disability, marital statuses, or pardoned conviction. Harassment occurs when someone attempts to negatively control influence or embarrass another person based on a prohibited ground of discrimination.

### **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.





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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, hazing or ignoring the child or youth'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 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. Neglect may apply in a hockey setting where there is a chronic inattention in the hockey context, for example when a player is made to play with injuries.

### **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.





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## Hockey New Brunswick Code of Conduct

1. Hockey New Brunswick is committed to providing a sport environment in which all individuals are treated with respect.
2. During the course of all Hockey New Brunswick activities, athletes, coaches, parents, directors, volunteers, and staff:
  - a. Shall conduct themselves, at all times, in a fair and responsible manner and refrain from comments of behaviours that are disrespectful, offensive, abusive, racist or sexist. In particular, Hockey New Brunswick will not tolerate behaviour that constitutes harassment or abuse or bullying and;
  - b. Shall avoid behaviour which brings Hockey New Brunswick and/or it's members, 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 other, and;
  - d. Shall, at all times, adhere to Hockey Canada, Hockey New Brunswick and Operations Manuals and policies, procedures and any rules governing any competition in which they participate on behalf of Hockey New Brunswick.
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 and/or Hockey New Brunswick including the opportunity to participate in Hockey New Brunswick and its member's activities. Such discipline may include the removal or ban from an arena, games, practices, and other team activities.

