

ATLANTIC HOCKEY GROUP

COMPLAINTS & INVESTIGATION POLICY (Version 1.0)

This Reporting & Discipline Process (“the Process”) outlines how the Atlantic Hockey Group (“AHG”) receives, reviews, and responds to concerns involving participant conduct, safety, or allegations of potential violations of AHG policies.

1. PURPOSE

The objectives of this Process are to:

- Provide a clear and consistent method for reporting concerns
- Establish a predictable administrative response by AHG
- Protect athletes, coaches, parents, and staff
- Reduce organizational risk
- Clarify the role of AHG
- Document incidents in a professional and reliable manner

2. SCOPE

This Process applies to any concern involving:

- Athletes
- Parents/guardians
- Coaches and instructors
- Officials
- AHG staff and volunteers
- Spectators

The Process covers incidents that occur:

- During AHG practices, games, camps, evaluations, and tournaments
- At any off-ice team activity associated with AHG
- In dressing rooms or arena facilities
- In digital environments connected to AHG activities
- Any other incident that affects relationships within AHG, or is detrimental to the image or reputation of AHG

3. HOW TO REPORT A CONCERN

Concerns may be reported through the following channels:

3.1 AHG Safe Sport Email

A confidential inbox managed by AHG:

safety@atlantichockeygroup.com

3.2 Direct Report to AHG Staff or Management

Concerns may be communicated in writing to an AHG director or event supervisor.

3.3 Emergency Situations

If an immediate safety risk exists call 911 or local authorities first, then notify AHG.

4. AHG’s ROLE IN HANDLING REPORTS

Upon receipt of a complaint AHG may:

- Receive and document concerns
- Request clarification from those involved

- Apply interim safety measures
- Determine if AHG policies were violated
- Impose disciplinary actions
- Notify external authorities when necessary or required by law

AHG Does NOT:

- Conduct criminal investigations
- Conduct child protection investigations
- Make findings of law
- Disclose confidential information
- Guarantee a specific outcome

Discretion

AHG retains full discretion in:

- How reports are handled
- What information is collected
- What interim measures are imposed
- Final disciplinary decisions

5. CATEGORIZATION OF CONCERNS

To support consistent decision-making, AHG categorizes concerns into three tiers of severity.

Tier 1 — Minor Conduct Issues

Examples:

- Disrespectful comments
- Parent-coach disagreements
- Minor unsportsmanlike conduct
- Social media tone issues
- First-time low-risk concerns

Typical Responses:

- Verbal reminder
- Written warning
- Behaviour expectations communicated
- Monitoring future conduct

Suspensions may be issued.

Tier 2 — Serious Conduct Concerns

Examples:

- Bullying or harassment
- Pattern of conflict or aggression
- Disrespect toward officials
- Boundary violations (non-criminal)
- Repeated non-compliance with AHG policies
- Confrontations requiring staff intervention

Typical Responses:

- Written warning

- Removal from practice/game
- Temporary suspension from AHG activities
- Meeting with AHG Management
- Return-to-participation conditions

Tier 3 — High-Risk, Safety, or Abuse-Related Concerns

Examples:

- Abuse or maltreatment (physical, emotional, sexual)
- Grooming behaviour
- Criminal acts or allegations
- Threats of violence
- Intoxication around minors
- Possession of drugs/alcohol during youth activities
- Conduct requiring law enforcement or child protection intervention

Typical Responses:

- Immediate removal from activity
- Suspension pending review
- Reporting to police or child protection (as required or appropriate)
- Termination of coaching or program involvement
- Permanent bans

Tier 3 incidents require urgent attention and may be escalated the same day.

6. ADMINISTRATIVE REVIEW PROCESS

AHG may use the following steps, in sequence or in modified order depending on the situation:

Step 1 — Intake & Documentation

- AHG receives the complaint/report
- Staff forward incident details
- Incident is logged securely

Step 2 — Initial Severity Assessment

AHG categorizes the concern into Tier 1, 2, or 3 at their sole discretion using Section 5 as a guide only.

Step 3 — Information Gathering

AHG may request:

- A brief submission/description from involved parties
- Relevant context or supporting information
- Clarification from staff or others who witnessed the event

Step 4 — Interim Safety Measures (If Applicable)

AHG may temporarily restrict participation:

- Removal from activity
- Suspension pending review
- Restrictions on contact or facility access

Step 5 — Administrative Determination

AHG determines:

- Whether a policy violation occurred
- Whether safety is compromised
- Whether behavioural expectations were breached
- What actions are required

Step 6 — Communication

AHG will communicate outcomes on a need-to-know basis.

AHG may limit or withhold details to protect privacy, safety, or legal obligations.

7. DISCIPLINARY MEASURES

Discipline may include:

- Verbal or written warnings
- Behaviour or communication plans
- Temporary or indefinite suspension
- Removal from teams, events, or programs
- Termination of coaching or volunteer duties
- Permanent bans

AHG may impose conditions for return (meetings, agreements, screening updates, etc.).

There is no guaranteed right to participate in AHG programming.

8. NON-RETALIATION

AHG strictly prohibits retaliation against any person who:

- Submits a concern
- Participates in an administrative review
- Cooperates with AHG or external authorities

Retaliation may result in Tier 2 or Tier 3 discipline.

9. PRIVACY AND CONFIDENTIALITY

AHG will:

- Handle reports discretely
- Share information only to those directly involved in managing the concern or legal counsel
- Limit access to records to authorized personnel

11. APPEALS

AHG may, at its discretion, permit reconsideration of a decision. AHG is not obligated to offer an appeal process, and AHG Management's decisions are final.

12. ACCEPTANCE

By participating in AHG programs or acting as a coach, staff member, or volunteer, individuals acknowledge that they:

- Understand this Reporting & Discipline Process
- Accept AHG's authority to impose disciplinary measures
- Agree to cooperate with AHG in administrative reviews
- Understand AHG may act even when external matters are unresolved