



# NORTHERN ONTARIO HOCKEY ASSOCIATION

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NORTH BAY, ONTARIO P1A 2A8  
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## Complaint Policy for On-Ice Officials

### 1. Purpose

This policy outlines the procedure for addressing and investigating complaints regarding conduct that lodged against On-Ice Officials during hockey games. The aim is to maintain fairness, integrity, and accountability in officiating while ensuring a transparent and thorough process for resolving complaints.

### 2. Submission of Complaints

Any individual or entity (including teams, coaches, players) may submit a formal complaint regarding the conduct of On-Ice Officials during a game. Complaints must be submitted in writing within 48 hours after the conclusion of the game.

### 3. Complaint Handling Process

#### Step 1: Initial Review and Investigation

- Upon receiving a formal complaint, the complainant's documentation must be gathered, including the game sheet and any supporting reports from the Official(s).
- The complaint will be promptly shared with the District Council Director and Referee-in-Chief for review.
- The District Council Director and Referee-in-Chief will assess the complaint and initiate an investigation within seven (7) days of receiving the complaint.
- The investigation may involve:
  - Reviewing the game sheet and supporting reports.
  - Interviewing the officials involved in the game.
  - Reaching out to staff or representatives from the opposing team for their perspective.

#### Step 2: Resolution and Action

- Based on the findings, the District Council Director and Referee-in-Chief will determine the validity of the complaint and determine whether a hearing is required.
- If the complaint is substantiated and warrants disciplinary action or further training for the official(s) involved, the NOHA Office will schedule a hearing with the Official within seven (7) days of submission of the documentation to the NOHA Office.
- The complainant will be notified that the complaint has been addressed. Specific details regarding any actions taken as a result of the complaint may remain confidential in order to uphold the privacy and professionalism of the Officiating team.



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- However, assurances will be provided that the matter has been thoroughly investigated, and appropriate steps have been or will be taken as necessary to address the concerns raised.

#### 4. Confidentiality

All parties involved in the complaint process, including the complainant, officials, and teams, shall maintain confidentiality regarding the details of the investigation to ensure the integrity of the process.

#### 5. Appeal Process

The determination of the committee is final and is not subject to further appeal.

#### 6. Continuous Improvement

Feedback from complaints will be used to identify areas for improvement in officiating and may lead to additional training or policy enhancements to prevent similar issues in the future.

**Approved by the NOHA Board of Directors, December 2023**