**KVMHA Complaint Intake Process**

The following outlines the process to be followed for the KVMHA membership (parents, players, coaches, etc) regarding bullying, safety, or other issues that require intervention by a coach, manager, or other representative within KMVHA.

Issues **must first be highlighted to the attention of the team officials (head coach or manager)**. The complainant is to follow the established team protocol for first point of contact; Team Manager vs Head or Assistant Coach. It is recommended to use the HNB complaint intake form to document the complaint, available here <http://www.hnb.ca/en/minor-hockey/publications/complaint-intake-form>.

If an issue cannot be addressed by the Team Official(s), the **escalation point is the Division Coordinator**. Division Coordinators are listed on the KVMHA website at <http://www.kvmha.com/exec.php>.

If the issue still cannot be resolved, the issue can then be highlight to the KVMHA board of directors **or** directly to Hockey New Brunswick by the division coordinator or the person submitting the complaint.
***Note: Team Officials and the Division Coordinator must have an opportunity to address the issue prior to escalation to the KVMHA board***.

Any issue requiring escalation to the KVMHA board will require the following

1. A completed HNB complaint intake form, available here <http://www.hnb.ca/en/minor-hockey/publications/complaint-intake-form>
2. A copy of any emails related to the issue
3. Detail steps taken by the team/coordinator to rectify the issue
4. Contact emails/phone numbers
5. Expected outcome/resolution
6. Send the above via email to president@kvmha.com, vp@kvmha.com, competitivehockey@kvmha.com, recreationalhockey@kvmha.com, hr@kvmha.com