



NOHA Policy – Process for Addressing Discrimination Allegations (11.4)

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	Safety and Risk Management	Aug 2025

Policy

When a Rule 11.4 discrimination incident is not witnessed by on-ice officials but is reported to them during or after a game, the following process applies:

The NOHA conducts a complaint management process for discrimination allegations reported to officials under Hockey Canada Playing Rule 11.4 as follows:

1. Initial Official Report

- When discrimination is reported to an official, they must document the allegation immediately
- Officials submit a detailed report to NOHA within 24 hours through Game Sheet Inc.
- The report must include: date, time, location, nature of alleged discrimination, parties involved (if known), source of report, and any immediate actions taken
- Officials do not investigate or attempt to resolve the matter during the game

2. NOHA Review and Triage

- Within 48 hours of receiving the report, NOHA reviews and triages the matter

- If the matter appears to be a possible violation of the Hockey Canada Maltreatment Policy requiring ITP review, it is forwarded to the Independent Third Party (ITP) at **complaints@sportcomplaints.ca**
- If the situation appears to involve a possible NOHA discrimination policy violation, the process continues under NOHA jurisdiction

3. Complainant Contact and Information Gathering

- The complainant is contacted through their Minor Hockey Association within 5 business days and is asked to provide a detailed written account of the incident within 10 business days

4. Resolution Process – Known Respondent

- At NOHA's discretion, the matter moves directly to investigation
- The complainant, their Minor Hockey Association, and the opposing team's Minor Hockey Association executives are notified of the active investigation
- Association executives are asked to ensure all families on their teams are aware, in case the investigator needs to speak with them

5. Investigation Process

- A qualified, impartial investigator is assigned within 10 business days
- Investigation is completed within 45 business days from assignment
- The investigator interviews all relevant parties and witnesses, reviews evidence, and prepares a comprehensive report

6. Decision and Sanctions

- Investigation findings are submitted to the NOHA Executive Director or designated official

- If the allegation is substantiated, the NOHA Executive Director may impose a sanction or refer the matter to a hearing panel
- If referred to hearing, the respondent is required to attend
- If the allegation is not substantiated, the case is closed with no further action
- Decisions are communicated to all parties within 5 business days of completion

7. Maltreatment Complaints

If any party believes they are a victim of Maltreatment during this process, they can submit a complaint to the Independent Third Party (ITP) at [**complaints@sportcomplaints.ca**](mailto:complaints@sportcomplaints.ca)

- An online reporting form and more information can be found on the Independent Safe Sport website

8. ITP Jurisdiction and Process

- The ITP determines if complaints fall under its jurisdiction, which includes allegations of serious misconduct, conflicts of interest, or multi-jurisdictional issues
- Serious Misconduct includes sexual maltreatment/abuse, grooming allegations, major violence outside of gameplay, or breaches under the Criminal Code
- The ITP does not handle complaints related to personality conflicts, differing opinions not constituting maltreatment, appeals for other jurisdictions, transfer requests, or suspension appeals issued by on-ice officials
- Some complaints may be forwarded back to NOHA if outside the ITP's jurisdiction

9. Confidentiality

- Confidentiality is maintained throughout the process for all parties involved
- All communication involving minors is conducted through Minor Hockey Association executives, and all hearings will require that a parent/guardian be present with minors