



**DEEP RIVER &
AREA MINOR
HOCKEY
ASSOCIATION**

**P.O. Box 1331, Deep
River, ON K0J 1P0**



www.dramha.com

Deep River and Area Minor Hockey Association Concerns, Suggestions & Complaints Form

Please use this form to communicate any concerns, suggestions, or complaints you may have. All Team Staff and members of the Executive of DRAMHA are volunteers with no monetary compensation for their time. As such you are asked to treat these volunteers in a positive, respectful, and courteous manner. Abusive behaviour is a major cause of volunteers discontinuing their service and minor hockey cannot run without good volunteers.

Periodically we are looking for more volunteers (start of season, AGM, tournaments, fund-raising, etc). Should you wish to help improve the program, your positive and constructive assistance will be greatly appreciated.

Fields with an asterisk are required. Thank you!

*** This is a (circle one):** **Concern** **Suggestion** **Complaint**

***In what role are you putting this forward?** (Parent, Manager, Assistant Coach, Trainer, Player, Head Coach, Other) (specify): _____

***Your Name:** _____

***Your contact information (email and/or telephone):** _____

Team Name: _____ **Player's Name:** _____

***Details – Ensure 24 hour rule is respected before completing - (continue on reverse if necessary):**

***Has this been brought forward to your team's Head Coach?** **Yes** **No**

If "No", why not? If "Yes", what was outcome? _____

(Note that the Head Coach is the main point of contact between your team and the Executive. As such there has to be a compelling reason for the Executive to consider a complaint that has not been brought to your Head Coach's attention, and in the absence of a compelling reason, this form may be passed on to your Head Coach to address.)



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Describe what you feel would resolve this – (continue on reverse if necessary):

Deep River and Area Minor Hockey Association Response:

Submitted by: _____ **Signed:** _____ **Date:** _____

**ALL FORMS TO BE PRINTED, SIGNED, AND FORWARDED TO A TEAM OFFICIAL
By exception, the completed form may be submitted directly to the Director of Risk & Safety.**