



## INFORMATION BULLETIN

BULLETIN #: 250213-041-I  
DATE: 13 February 2025  
TO: OMHA Associations; OMHA Leagues  
CC: OMHA Board; OMHA Convenors  
FROM: Ian Taylor – Executive Director  
SUBJECT: **SAFE SPORT COMPLAINTS PROCESS**

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**Please note the following programming updates applicable to the previously issued bulletin:**

- **OMHA Bulletin 231221-019-I – OMHA Code Of Conduct & Safe Sport Complaints Process**

Ontario Minor Hockey is committed to providing an environment that is safe, accessible, and inclusive in which all individuals are treated with respect and in an environment free from maltreatment of any kind.

In December 2023, the OMHA launched a Complaint Intake mechanism for infractions that did not meet the threshold of Serious Misconduct.

Unfortunately, we have had a number of situations where complaints have submitted to both Hockey Canada's Independent Third Party (ITP) and to the OMHA. In some cases, they have also submitted to the Local Minor Hockey Association. This has created situations where we may have parallel investigations being conducted at the same time and has introduced a new set of challenges and inefficiencies.

Accordingly, Hockey Canada has advised the following:

**All Code of Conduct complaints must be submitted through the Hockey Canada Safe Sport/Independent Third Party (ITP) Complaint process at <https://sportcomplaints.ca/>**

ITP will then determine which complaints fall under its jurisdiction and refer all others back to OMHA for review.

### **Minor Hockey Association Responsibilities**

Associations should direct all Code of Conduct inquiries or complaints to ITP via <https://sportcomplaints.ca/>.

To ensure compliance and to lessen confusion the process to submit a Code of Conduct complaint, we have worked with SportsHeadz to include a Safe Sport link in the header of Association websites that will link to <https://sportcomplaints.ca/>.



Please be reminded that Hockey Canada Playing Rules govern gameplay including pre and post-game. Concerns arising from gameplay should be addressed through the Local Minor Hockey Association and/or League.

Additionally, any dispute resolution process that Associations have in place to deal with **non-Code of Conduct** issues may remain in place and communicated to your membership and shared through your Association website.

We all play a role in creating a healthy culture that fosters safe sport practice and offers athletes, coaches and all members of the sport community strong resources in education and reporting.

Please contact your Regional Director should you have any questions or require additional clarification.