



Queer Hockey Hamilton (QHH) Conflict Resolution Policy

Purpose: To create and maintain a safe, fun, and inclusive environment for all players, Queer Hockey Hamilton is committed to addressing concerns seriously and respectfully.

Goals

- **Safety and Inclusion:** Ensure all players feel safe and welcome.
- **Respectful Communication:** Foster an environment where concerns can be voiced without fear of retaliation.
- **Accountability:** Take all complaints seriously and address them promptly.

Complaint Process

1. **Initial Reflection:** Players must reflect on the situation for at least 24 hours before submitting a complaint. This allows for clearer communication of the issue.
2. **How to Submit a Complaint:**
 - Complaints should be submitted via email to executives@queerhockeyhamilton.com
 - Complete the form located on the website, and below, and submit it accordingly.
3. **Confidentiality:** All complaints will be handled with an attempt to maintain confidentiality to protect the privacy of those involved. However, complete confidentiality may not always be possible.
4. **Investigation:** Upon receiving a complaint, the executive committee will:
 - Acknowledge receipt of the complaint.
 - Investigate the issue promptly and fairly.
5. **Resolution:** After the investigation, the executive committee will communicate the findings and any actions taken, aiming for a fair resolution.

Additional Information

- Players are encouraged to support one another and create an atmosphere of respect and understanding.
- Retaliation against individuals who file complaints will not be tolerated and will result in disciplinary action.
- This policy reflects our commitment to creating an environment where everyone can enjoy hockey without fear of discrimination or harassment. Thank you for helping us maintain this culture.



Amended March 2025

Queer Hockey Hamilton (QHH) Complaint Form

Confidential This form is to report any violations of the QHH Code of Conduct. QHH takes all complaints seriously and will review them in accordance with our conflict resolution process.

Complainant Information (Your information)

Name: _____

Pronouns (optional): _____

Email: _____

Phone (optional): _____

Are you submitting this complaint on behalf of someone else? (Yes/No) _____

If yes, who? (Optional) _____

Incident Details

Date of Incident: _____

Time of Incident: _____

Location of Incident (e.g., arena, online, social event):

Individuals Involved (If known) Name(s) of the person(s) involved in the incident:

Witnesses (if applicable):

Nature of Complaint

Please indicate which section(s) of the QHH Code of Conduct were violated (check all that apply):

- | | |
|--|--|
| ☐ Respectful Behavior | ☐ Conflict Resolution |
| ☐ Zero Tolerance for Harassment or Discrimination | ☐ Alcohol and Substance Use |
| ☐ Inclusion and Equity | ☐ Social Media and Online Conduct |
| ☐ Safety on the Ice | ☐ Privacy and Confidentiality |



This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

[illegible]



Amended March 2025

Supporting Documentation If you have any relevant screenshots, photos, emails, or other evidence, please attach them to your submission.

Confidentiality and Agreement QHH strives to handle complaints with discretion. However, information may be shared with those necessary to address the issue appropriately. By submitting this form, you affirm that the information provided is accurate to the best of your knowledge.

Signature (if submitting a physical form): _____

Date: _____

Submission Instructions Completed forms are to be submitted to the executive committee at executives@queerhockeyhamilton.com. You may also submit a physical copy to a QHH executive if necessary.

Thank you for helping us maintain a safe and inclusive community.





Queer Hockey Hamilton (QHH) Code of Conduct

1. Purpose

- a. This Code of Conduct aims to provide a safe, respectful, and supportive environment for all participants in QHH activities, both on and off the ice. All members, players, officials, volunteers, and visitors are expected to adhere to this code.

2. Respectful Behavior

- Treat all individuals with respect, kindness, and dignity.
- Use inclusive language and avoid any language or behavior that is discriminatory, derogatory, or offensive, including language based on sexual orientation, gender identity, race, religion, disability, or any other personal characteristic.
- Respect personal boundaries and ensure that actions are considerate of others' comfort and consent.
- Refrain from gossip, exclusion, or actions that could create division within the community.

3. Zero Tolerance for Harassment or Discrimination

- QHH has a zero-tolerance policy towards harassment, discrimination, or bullying of any kind.
- Any form of physical, verbal, or emotional abuse, or any unwanted attention or inappropriate comments, is not tolerated.
- Behavior that can create an unsafe or unwelcome environment may result in immediate disciplinary action.
- Retaliation against anyone who raises a concern or complaint will not be tolerated.

4. Inclusion and Equity

- QHH is committed to creating an inclusive and equitable space. Everyone, regardless of their gender identity, orientation, skill level, or experience, is welcomed and valued.
- Respect and support individuals who may be new to the community or the sport.
- Commit to learning and growing through feedback about how to foster inclusion.

5. Safety on the Ice

- Players must prioritize safety in all physical interactions and follow rules to avoid injury to themselves or others.



- Unsafe play, intentional harm, or reckless behavior will not be tolerated.
- Players are responsible for maintaining control of their actions, regardless of the competitiveness of the game.

6. Conflict Resolution

- If conflicts arise, handle them with maturity and respect. QHH encourages open and respectful communication.
- Report any issues to the designated QHH conflict resolution email with a completed form found on our website.
- A third party will review reports and take appropriate steps to address concerns while respecting confidentiality as much as possible.
- QHH encourages resolving minor disagreements through direct, respectful conversation when safe and appropriate.

7. Alcohol and Substance Use

- Refrain from attending any QHH activity while under the influence of substances that impair behavior or judgment, unless the event explicitly permits such (e.g., social gatherings where alcohol is permitted).
- The use of substances, including cannabis, during games, practices, or any on-ice activity is strictly prohibited.

8. Social Media and Online Conduct

- Represent QHH positively online, including in public forums, group chats, and social media.
- Avoid sharing or posting content that is harmful, discriminatory, or damaging to QHH or its members.

9. Privacy and Confidentiality

- Respect the privacy of fellow members. Do not share personal information, photos, or videos of other members without their explicit consent.

10. Consequences of Misconduct

- Violations of this Code of Conduct may result in disciplinary actions, including warnings, suspensions, or bans from QHH events.
- Severe or repeated violations may result in permanent removal from the organization.
- The executive team reserves the right to involve appropriate authorities if necessary.