



COMPLAINTS & CONCERNS

Our goal is to resolve concerns respectfully, promptly, and at the most appropriate level possible.

BEFORE SUBMITTING A COMPLAINT OR CONCERN, PLEASE TAKE A MOMENT TO CONSIDER THE FOLLOWING:



HAVE YOU...



OBSERVED THE 24-HOUR RULE?

Allow time to pass so that everyone can reflect and respond respectfully.



YES



NO



TRIED TO DISCUSS THE ISSUE WITH THE OTHER PARTY?

Where reasonable and practical to do so.



YES



NO



FOLLOWED YOUR TEAM'S CHAIN OF COMMUNICATION?

(e.g. Parent/Athlete → Parent Rep → Head Coach → London Ringette Risk Management Team)



YES



NO



IF YES TO ALL ABOVE:

You may now proceed to complete the Complaints & Concerns Form.



IF NO TO ANY ABOVE:

Please follow the appropriate communication process first.

Most concerns can be resolved at the team level. This helps everyone feel heard and helps us work together effectively.

TEAM CHAIN OF COMMUNICATION



PARENT / ATHLETE

Start by discussing the concern with the other party involved.



PARENT REPRESENTATIVE

If needed, bring your concern to the Parent Representative.



HEAD COACH

If the concern is not resolved, speak with the Head Coach.



LONDON RINGETTE RISK MANAGEMENT TEAM

If the concern remains unresolved, it can be escalated to the London Ringette Risk Management Team.



SAFETY IS OUR PRIORITY

If this complaint is in regards to player safety, please refer to the Ringette Ontario Discipline and Complaints Policy regarding how to report to the Independent Third Party for investigation.

If there is an immediate concern for the safety or well-being of a participant, do not wait or follow the normal chain of communication. Contact the appropriate LRA representative and/or emergency services or other appropriate authorities immediately.



911

IF EMERGENCY,
CALL 911