

**Mid-West Amateur Hockey Association (formerly Tri-State Affiliate)  
Process for Handling USA Member Complaints**

***This document is to help associations and leagues within the Mid-West Amateur Hockey Association (MWAHA) in dealing with complaints logged by its members.***

***Any complaint received from a USA Hockey member or teams will be directed to the appropriate immediate governing body. Complaints must be in writing.***

- 1. Association Level - any situation where all individuals or teams are within the local association***
- 2. League Level - any situation involving individuals or teams from multiple associations and the situation is associated entirely within scheduled League events. Based on the revision date of this document the recognized leagues within the MWAHA include; Mid-West Hockey and Mid-West High School Hockey. Teams including the Junior teams may play in leagues that cross outside of the MWAHA affiliate jurisdiction and therefore are handled by their respective governing bodies.***
- 3. Affiliate Level - Situations not handled by the Association or League will be handled by the MWAHA.***

***Each governing body should have a process in place to deal with complaints. In the event that a process is not in place;***

- 1. Within 5 days the President of the immediate governing body will appoint an Investigator to investigate the situation.***
- 2. The president will also appoint a committee of three people to hear the complaint and render a judgment.***
- 3. The Investigator should complete the investigation within 14 days and report the findings to the committee.***
- 4. The committee will conduct a hearing with the individuals involved and render a decision(s).***
- 5. Any suspended individuals, teams or organizations must be advised of the appeals process that allows at least 7 days to appeal the decision.***

***Appeals regarding an association or league situation will go to the MWAHA. An appeal regarding the MWAHA ruling will go to the MWAHA Board.***

- 1. For appeal requests that are received within 7 days, the hearing body has 30 days or after an appropriate investigation, to provide a hearing.***
- 2. In no case should the time to a hearing exceed 60 days.***

***Additional information - The USA Hockey Guide defines Zero Tolerance, Sexual Abuse, Physical Abuse, Screening, Hazing and Substance related policies. USA Hockey also provides a process for dispute resolution. Refer to the USA Hockey Guide section 10c of the bylaws for more information regarding the appeals process.***

***Refer any questions to the President MWAHA.***