



Complaints procedure

In the event of a complaint the governor shall inform the manager to follow the proper flow of communication:

Parent / Player

to

Coach / Manager

to

CAHL Governor or Local Association Director

to

CAHL President or CAHL Executive Member

Reminder:

Please use the 24-hour “cool down” period before submitting and/or responding to a complaint. The Governor will not accept a complaint unless it is in writing processed through your designated association representative of the CAHL.