



MEMORANDUM

To: All HNL Member Associations, Teams and Leagues
HNL Board of Directors and Standing Committees

From: Craig Tulk, Executive Director, HNL

Date: November 6, 2009

RE: COMPLAINT INTAKE POLICY & FORM

In an attempt to streamline and control complaints received by the membership, I wish to remind our membership that Hockey Newfoundland and Labrador has a process when dealing with complaints of alleged abuse, harassment, bullying and/or misconduct.

If you receive a telephone call, e-mail, letter or you are approached regarding a complaint of an alleged incident of the aforementioned, and you want Hockey Newfoundland and Labrador involved in reacting to the allegation, then you must direct the member to our complaint intake policy and form. This can be found on our website under the following link:

http://www.hockeynl.ca/pdf/content/572-HNL_Risk_Management_Complaint_Intake_Form.pdf

We have experienced a number of issues last year that did not follow our policy process. I trust you will ensure that this process will be followed should you be faced with this.

Should you have any questions, please don't hesitate to contact our office.

Sincerely,

Craig Tulk
Executive Director
Hockey Newfoundland & Labrador