

REFEREE COMPLAINT PROCEDURE

Step One	Incident Occurs	<p>The team official is to refrain from voicing displeasure with the game official inside or outside the arena, i.e. bench, dressing room area, lobby or parking lot</p> <p>Take 24 hours to consider the incident before writing complaint.</p>
Step Two	Advise Association	Do not call or submit your complaint to the MHL Office directly – please contact the Discipline Coordinator of your Association and/or President and send formal complaint to Association.
Step Three	Association Review/Endorsement	The Area Association will review the complaint and will either forward the complaint to the MHL with endorsement or dismiss the complaint.
Step Four	MHL Notice	The Area Association will forward an endorsed complaint to the MHL Office – This must be from the President or Discipline Coordinator.
Step Five	Acknowledgement	The MHL office will notify the Association within 24 hours excluding weekends/holidays that the complaint has been officially received.
Step Six	Game Details	The MHL will begin investigation by acquiring additional reports regarding the details of the game from the game officials, timekeepers, and or any MHL Directors present. (1 week period).
Step Seven	Review	The MHL Referee Committee will review the details of the reports.
Step Eight	Evaluation(s)	The MHL will review past referee evaluations and any previous complaints if any. The committee may also call for an immediate evaluation prior to the decision.
Step Nine	Decision/Report	The MHL Referee Committee will make a decision based on the reports, evaluation, additional information, and discussions with the game official in question. The Association will be sent a report indicating the issue has been dealt with. Any discipline/remediation assessed to the game official will be kept confidential. (1 week period)
Step Ten	Follow Up	The MHL will keep complaint in Official's personal file and any second report in same season will result in mandatory evaluation.