

COMPLAINT SUBMISSION FORM

(Submit the complaint form with attachments (2-page form))

SECTION 1: Complainant – Person who is making the Complaint		Anonymous	
Name:		Date of Submission to VPG:	
Phone:	Email:	Member Club:	
Is this Complaint being made on behalf of a Minor? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, provide the name and age of the minor:			
SECTION 2: Respondent - Person or entity against whom the Complaint is being made			
Name:		Role:	
Phone:	Email:	Member Club:	
Is the Respondent a Minor? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Name of parent/guardian or designated representative of Minor:			
Complaint: Describe the incident(s) in detail, including dates, locations, witnesses, and all pertinent information. (Include any additional information or supporting documentation relevant to the Complaint - attach additional pages if necessary)			

FOR VPG PERSONNEL

Date received:	Received by:	Name of Case Manager assigned: Company:	Internal	External

			Phone: _____	
Email: _____				

Policy Infraction: Specify the relevant name and sections of the Policy or Policies of VPG alleged to have been breached.

Complaint alleges or describes a breach of the following VPG Policies:

FOR CASE MANAGER

Does the Complaint allege a Major Infraction or Minor Infraction?	Major Infraction	Minor Infraction
Does the Complaint fall within the jurisdiction of VPG?	Yes	No (refer)
Is the Complaint a Frivolous, Vexatious or Weaponized Complaint?	Yes (dismiss)	No
Is the information included in the Complaint complete/sufficient to proceed?	Yes	No
Does the Complaint warrant an investigation?	Yes	No

Next Steps - Case Manager

1. Communication to Complainant and Respondent of receipt of the Complaint and preliminary process information:
Yes Date: _____
2. Communication to Complainant regarding the potential sanction should the Complaint be determined to be Frivolous, Vexatious or a Weaponized Complaint or through investigation found to be false or “without merit”?
Yes No
3. Advise that the Complaint has been dismissed and basis for dismissal? Yes Date: _____
4. Proceed to resolve Complaint by:
 Informal Resolution ADR Complaints, Hearings and Discipline Policy & Procedure
Date: _____
5. Investigation commenced pursuant to the Investigations Policy & Procedure?
Yes Date: _____ Not Required
6. Appointment of Panel pursuant to the Complaints, Hearings and Discipline Policy & Procedure?
Yes Date: _____ Not Required
7. Determination of format of Hearing? Yes Not Required
Format: Oral Hearing Documentary Hearing Date of Hearing: _____
8. Panel Decision completed? Yes Date: _____
9. Decision of Panel and report received by VPG? Yes Date: _____
10. Decision of Panel communicated to Respondent and Complainant? Yes Date: _____
11. Decision subject to appeal? Yes No

SECTION 3: Complaint Resolution: Describe the Decision or resolution of the Complaint and any disciplinary sanctions issued.