

# CALL – Member Bad Standing Policy - updated Jan 2026

## 1. Purpose

This policy establishes clear, consistent criteria for placing any Member (player, family account holder, team staff, or club) into Bad Standing due to unpaid financial obligations. It also outlines the minimum notification, payment-plan opportunities, appeal rights, and reinstatement process.

## 2. Definition – Good Standing vs. Bad Standing

Good Standing means that a Member has:

- Paid all required fees, assessments, fines, and team expenses by the established deadlines;
- Complied with all league and club policies; and
- Is eligible to participate in league activities.

Bad Standing means that a Member:

- Has an outstanding financial obligation beyond the payment deadline;
- Has failed to respond to repeated requests for payment; or
- Has not complied with an agreed-upon payment plan.
- Has been suspended, expelled, or otherwise sanctioned by the League or a governing body for a breach of bylaws, regulations, codes of conduct, or discipline policies.

A Member who is not in Good Standing is ineligible for participation in CALL programming, including practices, games, tournaments, evaluations, provincials, clinics, or league voting rights (where applicable).

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## 3. Criteria for Placement in Bad Standing

A Member may be placed in Bad Standing only when all of the following conditions have been met:

### 3.1 Outstanding Balance

- Fees (registration, team fees, fines, tournament fees, equipment charges, etc.) remain unpaid 10 or more days past the due date and are not subject to an approved subsidy or payment plan.

### 3.2 Minimum Documentation Requirements

The club or league must have documentation of at least three (3) separate attempts to collect payment, including:

1. Initial Invoice / Statement of Fees
2. Reminder Notice #1 (email or RAMP message)



3. Reminder Notice #2 (email + one additional communication method documented: phone call, text, in-person discussion, or mailed letter)

Each communication must include:

- The outstanding amount;
- Deadline for payment;
- Warning that failure to pay may result in Bad Standing status.

### 3.3 Reasonable Opportunity to Resolve

Before Bad Standing is applied, the Member must have been offered the following options:

- Opportunity to discuss the fees
- Opportunity to request a payment plan (minimum 2 instalments)
- Information on subsidy/opening assistance programs
- A minimum of 5 business days to respond before the status is applied

### 3.4 Confirmation of Non-Compliance

The Member:

- Did not pay;
- Did not respond; or
- Accepted a payment plan but did not meet the agreed-upon terms.

## 4. Impacts of Bad Standing

A Member in Bad Standing is not eligible for participation, including but not limited to:

- Evaluations / tryouts
- Practices
- League games
- Tournaments / Provincials
- Summer programs / Winter camps
- Coaching or volunteer roles requiring registration
- Voting privileges (if applicable)

A team may not roster a player who is in Bad Standing.

## 5. Notification of Bad Standing

Once criteria are met, a formal Bad Standing Notice must be sent in writing and must include:

- Outstanding amount
- Summary of payment attempts
- Effective date of Bad Standing status
- Impacts on participation
- Instructions for reinstatement
- Appeal procedures



Notice must be sent via email and one additional method (RAMP mailer, SMS, or mailed letter).

## 6. Reinstatement to Good Standing

A Member is automatically returned to Good Standing upon:

- Full payment of the outstanding balance OR
- Signing and complying with an approved payment plan

Once reinstated, participation privileges are restored.

## 7. Appeals

A Member may appeal placement in Bad Standing to the CALL Executive Committee within 7 days of receiving the notice. Grounds for appeal may include:

- Administrative error
- Incorrect fee assessment
- Documented financial hardship
- Failure of the club/league to follow this policy (e.g., fewer than 3 documented contact attempts)

The Executive Committee's decision is final.

## 8. Protection of Players

No player shall be singled out, embarrassed, or removed from the floor mid-session due to fee issues.

All communication shall occur with the account holder/parent/guardian, not the athlete.

## 9. Annual Reporting & Tracking

Each club shall maintain:

- A confidential list of Members in Bad Standing
- Documentation of communication attempts
- Dates of reinstatement

The list may be shared with CALL solely to ensure compliance across programs.

