



DISCIPLINE AND COMPLAINTS POLICIES; PROCEDURES

The Clarence Rockland Ringette Association (the “Organization”) is dedicated to promoting respect among all members. Participation includes benefits and responsibilities, including following the Organization’s policies and Code of Conduct. Non-compliance can harm the Organization’s integrity and lead to disciplinary action. This Policy outlines the process for addressing complaints fairly and swiftly.

DEFINITIONS

In this Policy, the following terms are defined as follows:

“Days”: All calendar days, including weekends and holidays.

“Investigation”: An official inquiry to assess the validity of a complaint.

“Organization”: Refers to the Clarence Rockland Ringette Association

“Sanction”: Penalties imposed by the Organization.

“Delegate”: A responsible volunteer in the Organization.

“Individuals”: All members defined in the Organization’s Bylaws and anyone involved with the Organization, including athletes, coaches, officials, volunteers, and parents/guardians of athletes.

APPLICATION OF THIS POLICY

This Policy applies to all individuals and covers disciplinary matters arising during the Organization’s business, activities, and events, including competitions, practices, sort-outs, training camps, travel, and meetings. Disciplinary actions can be enforced

during competitions according to specific procedures, with additional sanctions potentially applied later in accordance with this Policy. Infractions or complaints occurring during competitions will be addressed in accordance with the event's specific procedures, with sanctions lasting only for the duration of the competition. Matters from other entities will be handled in accordance with their policies, unless the Organization decides otherwise.

REPORTING

Individuals may report a complaint to the CRRA Vice-President. If the Vice-President is unavailable or has a conflict of interest, any Director of the Board can initiate the process. Complaints must be signed, in writing, and submitted within fourteen (14) days of the incident. Directors who receive complaints must notify all other Directors and the President (if applicable) within 48 hours. The Organization may also act as the complainant and will designate a representative in such cases. The Vice-President or designate will assess whether the complaint is frivolous or vexatious within ten (10) days. If so, the complaint will be dismissed. Complaints submitted after the fourteen (14) day period require a written statement for an exemption, which the Vice-President or designee will decide upon without the possibility of appeal. Legitimate complaints will be classified as minor or major and handled accordingly. The Vice-President or designee has discretion over this classification. Immediate action may be taken for minor or major infractions, with further sanctions applied after a formal review in accordance with this Policy.

INVESTIGATION

The Vice-President, or their designee, may appoint an independent individual to investigate the validity of a complaint. The Investigator will conduct the investigation promptly and submit a report to the CRRA Board of Directors, determining the validity of the complaint and whether a hearing is necessary.

INFRACTIONS

Minor infractions are single incidents of not meeting expected conduct standards, typically without causing harm to others, the Club, or the sport of ringette.

Examples include:

- verbal outburst during a game or practice
- a minor violation of team rules

- a minor instance of unsportsmanlike conduct.

Disciplinary actions will be managed by the appropriate authority, such as staff, officials, coaches, organizers, or Club decision-makers.

The procedures will be informal and determined at the discretion of the responsible person, who will inform the individual of the infraction and allow them to share their perspective.

Possible penalties for minor infractions include:

- Verbal or written warning
- Verbal or written apology
- Service or other voluntary contributions to the Organization
- Temporary removal of membership privileges
- Suspension from competitions or events
- Any other appropriate sanction

The Organization will keep records of minor infractions, and repeated incidents may be classified as major infractions.

Major infractions occur when individuals fail to meet conduct standards, potentially harming others, the Organization, or the sport of ringette.

Examples include:

- Repeated minor infractions
- Intentionally damaging the Organization's property or funds
- Physical abuse
- Unsafe pranks or hazing
- Disregarding the Organization's rules and policies
- Damaging the Organization's reputation
- Harassment or sexual misconduct
- Use of alcohol or illicit drugs

Disciplinary Procedures: Major infractions will be handled in accordance with the disciplinary procedures outlined in this policy, unless superseded by a contractual dispute resolution process. Infractions during competitions may be addressed immediately by an

authorized individual, with sanctions lasting only for the duration of the event. Further sanctions may occur after a review, without affecting the appeal provisions of this policy.