



Discipline and Complaints Policy

Being a member of EFCLRA brings with it many benefits and in turn, carries with it many responsibilities. Individuals are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with the Association's Bylaws, policies, procedures, rules and regulations, and Code of Conduct and Ethics. Irresponsible behaviour by Individuals can result in severe damage to the image of the Association. Conduct that violates these values may be subject to sanctions pursuant to this policy. The purpose of this document is to guide the EFCLRA Board in handling any complaints brought forward that require attention and possibly action.

Passed:

May 8, 2025 at the Annual General Meeting

Last Revision:

Application of this Policy

This Policy applies to all members of our Association and those who choose to watch our athletes participate as a spectator, but may not be deemed members as per our bylaws.

This Policy applies to discipline matters that may arise during the course of Association business, activities and events, including, but not limited to, its office environment, competitions, practices, training camps; team events, travel, and any meetings.

Discipline matters and complaints arising within the business, activities or events organized by entities other than the Association will be dealt with pursuant to the policies of these other entities unless accepted by the Association in its sole discretion.

Reporting a Complaint

Any Individual may report to the Association's Executive any complaint of an infraction by an Individual. Such a complaint must be submitted by our online [Google Form](#), and must be filed within fourteen (14) days of the alleged incident. Anonymous complaints may be accepted upon the sole discretion of the Association.

A Complainant wishing to file a complaint beyond the fourteen (14) days must provide a statement giving reasons for an exemption to this limitation. The decision to accept, or not accept, the notice of complaint outside the fourteen (14) day period will be at the sole discretion of the Association. This decision may not be appealed or is grounds for defense.

Case Managers

Upon receipt of a complaint, the Association's Executive will assign two Case Managers to oversee the complaint process in accordance with this Policy. The Case Managers will consist of two individuals, ideally Board Members but may also come from the General Membership. These two individuals must not be related to an athlete involved with the complaint, the team involved with the complaint, or have direct involvement with a team at the same level of the team involved with the complaint (ex. Another 14B team if a complaint is about a fellow 14B team). The Case Managers have an overall responsibility to implement this Policy in a timely manner.

More specifically, the Case Managers have a responsibility to:

a) Determine whether the complaint is frivolous or vexatious and within the jurisdiction of this Policy. If the Case Managers determines the complaint is frivolous or vexatious or outside the jurisdiction of this Policy, the complaint will be dismissed immediately. The Case Manager's decision to accept or dismiss the complaint may not be appealed.

- b) Determine if the complaint is a minor or major infraction.
- c) Coordinate all administrative aspects of the complaint.
- d) Conduct all necessary due diligence in order to result in a finding
- e) Provide any other service or support that may be necessary to ensure a fair and timely proceeding.

The Case Manager will inform the Parties if the incident is to be dealt with as a minor infraction or major infraction. Major infractions include physical and/or psychological harm caused by one member to another. They also may include incidents of a sexual nature. EFCLRA and its volunteers do not have the capacity to investigate such significant situations and will leverage third party complaint resolution processes made available to our organization. At the time of drafting this policy, Ringette Alberta has secured the services of "ALIAS" who will conduct investigations of this magnitude on our behalf. In the event a third-party complaint resolution service is not available through Ringette Alberta, the Case Managers may source a 3rd party that provides such services and recommend the provider to the Executive for approval.

The President shall have the power to suspend summarily any player, coach, trainer, manager or official of any team under the auspices of Edmonton Ringette for any conduct on or off the ice which in the sole discretion of the President is deemed to be unbecoming or detrimental to the game. Such suspensions to be effective until dealt with by the Discipline and Complaints Policy. This authority may be delegated to such Edmonton Ringette Directors and Officials as the President may determine.

The President shall have the power to prevent summarily any spectator from viewing any game or other activity or entering a facility to view such game or activity under the auspices of Edmonton Ringette for any conduct which in the sole discretion of the President is deemed to be unbecoming or detrimental to the game. Further, the President shall have the power to summarily suspend the player, coach, team official or the team to which the spectator is attached. Such action to be effective until dealt with by the Case Managers. This authority may be delegated to such Edmonton Ringette Directors and officials as the President may determine.

Minor Infractions

Minor infractions are single incidents of failing to achieve the expected standards of conduct that generally do not result in significant harm to others, the Association, or to the sport of ringette.

All disciplinary situations involving minor infractions will be dealt with by the assigned Case Managers.

Procedures for dealing with minor infractions will be informal as compared to those for major infractions and will be determined at the discretion of the person responsible for discipline of such infractions (as noted above). This is provided that the Respondent being disciplined is told

the nature of the infraction and has an opportunity to provide information concerning the incident.

Penalties for minor infractions, which may be applied singly or in combination, include the following: a) Verbal or written warning; b) Verbal or written apology; c) Service or other voluntary contribution to the Association; d) Removal of certain privileges of membership or participation for a designated period of time; e) Suspension from the current competition, activity or event; f) Required completion of courses available that focus on improved conduct; or g) Any other sanction considered appropriate for the offense.

Case Managers are expected to have dialogue with the Respondent and include at least one conversation, following a rule-of-two guideline. While respondents may not have conducted themselves appropriately, they should be afforded the opportunity to express their perspectives.

Case Managers are required to provide a written summary of the findings, and a letter sent to the respondent. All documentation is to be housed on the Association's Server and able to be accessed by our Executives and our Internal Director. Complainants are to receive communication from our Case Managers confirming the outcome of their complaint.

The expectation is it should not exceed fourteen (14) days from a complaint to be received, deemed to be a minor infraction, and a finding rendered.

Consequences, especially if a member has repeated minor infractions, can include being designated as a Member in poor standing, or ultimately terminated, as it relates to our bylaws.

Third Party investigators handling major infractions have the authority to provide consequences outlined above. They also have authorities set out by other governing bodies of our sport depending on when and where the infraction occurred.

Governing bodies such as Black Gold League and Ringette Alberta may at times assess fines to our Association due to Membership Conduct. In these situations our Discipline and Complaint policy allows us to require the fine to be paid by the individual who caused the infraction. Unpaid fines will be treated as a debt owed by the Member to EFCLRA and consequences for this are noted in our Bylaws.