



Discipline and Complaints Policy

“Organization” refers to: Edmonton Interdistrict Youth Soccer Association (EIYSA)

Definitions

1. The following terms have these meanings in this Policy:
 - a. **Alternative Dispute Resolution** – A method of resolving the dispute (such as by mediation, negotiated settlement, or other agreement between the Parties) that does not involve a formal process (e.g., a decision-making committee is not required)
 - b. **Athlete** – Includes any individual who is registered to compete for the Organization
 - c. **Case Manager** – An individual appointed by the Organization to administer this Discipline and Complaints Policy. The Case Manager does not need to be a member of, or affiliated with, the Organization
 - d. **Complainant** – An Individual or observer who makes a report of an incident, or a suspected incident, of Maltreatment or other behaviour that is a violation of the standards described in the *Code of Conduct and Ethics*
 - e. **Days** – Days including weekends and holidays
 - f. **Discipline Chair** – An individual appointed to handle the duties of the Discipline Chair
 - g. **Discrimination** – As defined in the *Code of Conduct and Ethics*
 - h. **Harassment** – As defined in the *Code of Conduct and Ethics*
 - i. **Individuals** – Refers to all categories of members and/or registrants defined in the *Bylaws* of the Organization who are subject to the policies of the Organization, as well as all people employed by, contracted by, or engaged in activities with the Organization including, but not limited to, employees, contractors, Athletes, coaches, instructors, officials, volunteers, managers, administrators, committee members, parents or guardians, spectators, and Directors and Officers
 - j. **Maltreatment** – As defined in the *Code of Conduct and Ethics*
 - k. **Minor** – Any Individual who is under the age of majority at the time and in the jurisdiction where the alleged Maltreatment has occurred. Adults are responsible for knowing the age of majority and the age of the individual
 - l. **Respondent** – The Party responding to a complaint
 - m. **Sexual Harassment** – As defined in the *Code of Conduct and Ethics*
 - n. **Workplace Harassment** – As defined in the *Code of Conduct and Ethics*
 - o. **Workplace Violence** – As defined in the *Code of Conduct and Ethics*

Purpose

2. Individuals are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with the Organization’s policies, *Bylaws*, rules and regulations, and *Code of Conduct and Ethics*. Non-compliance may result in sanctions pursuant to this Policy.

Application of this Policy

3. This Policy applies to all Individuals.
4. This Policy applies to matters that may arise during the Organization’s business, activities, and events including, but not limited to, competitions, practices, tryouts, training camps, travel associated with the Organization’s activities, and any meetings.



5. This Policy also applies to Individuals' conduct outside of the Organization's business, activities, and events when such conduct adversely affects relationships within the Organization (and its work and sport environment), is detrimental to the image and reputation of the Organization, or upon the acceptance of the Organization. Applicability will be determined by the Organization at its sole discretion.
6. This Policy applies to alleged breaches of the *Code of Conduct and Ethics* by Individuals who have retired from the sport where any claim regarding a potential breach of the *Code of Conduct and Ethics* occurred when the Individual was active in the sport. In addition, this Policy will apply to breaches of the *Code of Conduct and Ethics* that occurred when the Individuals involved interacted due to their mutual involvement in the sport or, if the breach occurred outside of the sport environment, if the breach has a serious and detrimental impact on the Individual(s).
7. In the event that it is considered appropriate or necessary on the basis of the circumstances, immediate discipline or the imposition of a sanction may be applied, after which further discipline or sanctions may be applied according to this Policy. Any infractions or complaints occurring within competition will be dealt with by the procedures specific to the competition, if applicable. In such situations, disciplinary sanctions may be for the duration of the competition, training, activity, or event only.
8. In addition to being subject to disciplinary action pursuant to this *Discipline and Complaints Policy*, an employee of the Organization who is a Respondent to a complaint may also be subject to consequences in accordance with the employee's Employment Agreement or policies for human resources, if applicable.

Minors

9. Complaints may be brought for or against an Individual who is a Minor. Minors must have a parent/guardian or other adult serve as their representative during this process.
10. Communication from the Discipline Chair or Case Manager, as applicable, must be directed to the Minor's representative.
11. A Minor is not required to attend an oral hearing, if held.

Reporting a Complaint

12. Any person may report a complaint to the Organization or to the Organization's Case Manager:
 - a. Executive Director, EIYSA – exdir@eiysa.com
13. A flowchart for the complaint process is provided as [Appendix A – Complaint Flowchart](#)
14. At the discretion of the Organization, the Organization may act as the Complainant and initiate the complaint process under the terms of this Policy. In such cases, the organization will identify an individual to represent the Organization.
15. Complaints or incident reports should be made in writing and the person making the complaint may contact the Case Manager for direction. The Case Manager may accept any report, in writing or not, at their sole discretion.

Case Manager Responsibilities

16. Upon receipt of a complaint, the Case Manager shall determine whether the complaint is frivolous and/or within the jurisdiction of this Policy.
17. If the Case Manager determines the complaint is frivolous and/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.
18. If the Case Manager determines that the complaint is valid and within the jurisdiction of this Policy, the Case Manager shall determine whether the complaint should be handled by the Organization or by another organization with jurisdiction (such as a Provincial/Territorial Sport Organization).
19. The Case Manager shall make this determination by taking into consideration which organization's relationships are adversely affected or which organization's image or reputation will be detrimentally affected by the incident.



20. The Case Manager may determine that the alleged incident may contain an element of Discrimination, Harassment, Workplace Harassment, Workplace Violence, Sexual Harassment, or Maltreatment that justifies the appointment of an Investigator in accordance with the Investigations Policy – Discrimination, Harassment, and Maltreatment.
21. Upon receipt of a complaint, the Case Manager has a responsibility to:
- a. Determine whether the complaint is frivolous and/or within the jurisdiction of this Policy,
 - b. Determine the appropriate jurisdiction to manage the complaint,
 - c. Determine whether the alleged incident may contain an element of Discrimination, Harassment, Workplace Harassment, Workplace Violence, Sexual Harassment, or Maltreatment. The Case Manager may also appoint an Investigator to investigate the complaint in accordance with the Investigations Policy – Discrimination, Harassment, and Maltreatment, and/or
 - d. Choose which process should be followed, Process #1 or Process #2:
 - i. Process #1 – the Complainant alleges the following incidents:
 1. Disrespectful, abusive, racist, or sexist comments or behaviour
 2. Disrespectful conduct
 3. Minor incidents of violence (e.g., tripping, pushing, elbowing)
 4. Conduct contrary to the values of the Organization
 5. Non-compliance with the organization’s policies, procedures, rules, or regulations
 6. Minor violations of the *Code of Conduct and Ethics*, *Social Media Policy*, or *Athlete Protection Policy*
 - ii. Process #2 – the Complainant alleges the following incidents:
 1. Repeated minor incidents
 2. Any incident of hazing
 3. Behaviour that constitutes Harassment, Sexual Harassment, or sexual misconduct
 4. Major incidents of violence (e.g., fighting, attacking, sucker punching)
 5. Pranks, jokes, or other activities that endanger the safety of others
 6. Conduct that intentionally interferes with a competition or with any athlete’s preparation for a competition
 7. Conduct that intentionally damages the organization’s image, credibility, or reputation
 8. Consistent disregard for the organization’s bylaws, policies, rules, and regulations
 9. Major or repeated violations of the *Code of Conduct and Ethics*, *Social Media Policy*, or *Athlete Protection Policy*
 10. Intentionally damaging the organization’s property or improperly handling the organization’s monies
 11. Abusive use of alcohol, any use or possession of alcohol or cannabis by Minors, or use or possession of illicit drugs and narcotics
 12. A conviction for any Criminal Code offense
 13. Any possession, use, trafficking, or administration of prohibited substances or prohibited methods as indicated on the version of the World Anti-Doping Agency’s Prohibited List currently in force

PROCESS #1: HANDLED BY DISCIPLINE CHAIR

Process #1: Discipline Chair

22. Following the determination that the complaint or incident should be handled under Process #1, the Case Manager will appoint a Discipline Chair who may:
- a. Make a decision,
 - b. Ask the Complainant and the Respondent for either written or oral submissions regarding the complaint or incident, or
 - c. Convene the Parties to a meeting, either in person or by way of video or teleconference in order to ask the Parties questions.



23. Thereafter, the Discipline Chair shall determine if a breach occurred; if so, if one or more of the following sanctions should be applied:
 - a. A verbal or written reprimand,
 - b. A verbal or written apology,
 - c. A service or other contribution to the Organization,
 - d. Removal of certain privileges,
 - e. Suspension from certain teams, events, and/or activities for a designated period, or
 - f. Any other sanction considered appropriate for the offense.
24. The Discipline Chair will inform the Parties of the decision, which will take effect immediately.
25. Records of all sanctions will be maintained by the Organization. The Organization will disclose all decisions to the applicable Provincial/Territorial Sport Organization, which may further disclose such decisions at its discretion.

Process #1: Request for Reconsideration

26. If there is no sanction, the Complainant may contest the non-sanction by informing the Discipline Chair, within five (5) Days of receiving the decision, that the Complainant is not satisfied with the decision. The initial complaint or incident will then be handled under Process #2 of this Policy.
27. If there is a sanction, the Respondent may contest the sanction by submitting a Request for Reconsideration within five (5) Days of receiving the sanction. In the Request for Reconsideration, the Respondent must indicate:
 - a. Why the sanction is inappropriate,
 - b. Summary of evidence that the Respondent will provide to support the Respondent's position, and
 - c. What penalty or sanction (if any) would be appropriate.
28. Upon receiving a Request for Reconsideration, the Discipline Chair may decide to accept or reject the Respondent's suggestion for an appropriate sanction.
29. Should the Discipline Chair accept the Respondent's suggestion for an appropriate sanction, that sanction will take effect immediately.
30. Should the Discipline Chair not accept the Respondent's suggestion for an appropriate sanction, the initial complaint or incident will be handled under Process #2 of this Policy.

PROCESS #2: HANDLED BY CASE MANAGER

Process #2: Case Manager

31. Following the determination that the complaint or incident should be handled under Process #2, the Case Manager has a responsibility to:
 - a. Propose the use of the *Dispute Resolution Policy*,
 - b. Appoint the Discipline Committee, if necessary,
 - c. Coordinate all administrative aspects and set timelines,
 - d. Provide administrative assistance and logistical support to the Discipline Committee as required, and
 - e. Provide any other service or support that may be necessary to ensure a fair and timely proceeding.
32. The Case Manager will establish and adhere to timelines that ensure procedural fairness and that the matter is heard in a timely fashion.
33. The Case Manager may propose using Alternative Dispute Resolution with the objective of resolving the dispute. (See Dispute Resolution Policy.) If applicable, and if the dispute is not resolved, or if the Parties refuse to attempt Alternative Dispute Resolution (such as mediation or a negotiated settlement), the Case Manager will appoint a Discipline Committee, which shall consist of a single Arbitrator, to hear the complaint. At the discretion of the Case Manager, a Discipline Committee of three persons (who are not in a conflict of interest) may be appointed to hear the complaint. In this event, the Case Manager will appoint one of the Discipline Committee's members to serve as the Chair.



34. The Case Manager, in cooperation with the Discipline Committee, will then decide the format under which the complaint will be heard. This decision may not be appealed. The format of the hearing may be an oral in-person hearing, an oral hearing by telephone or other communication medium, a hearing based on a review of documentary evidence submitted in advance of the hearing, or a combination of these methods. The hearing will be governed by the procedures that the Case Manager and the Discipline Committee deem appropriate in the circumstances, provided that:
 - a. The Parties will be given appropriate notice of the day, time, and place of the hearing, in the case of an oral in-person hearing or an oral hearing by telephone or other communication medium,
 - b. Copies of any written documents which the Parties wish to have the Discipline Committee consider will be provided to all Parties, through the Case Manager, in advance of the hearing,
 - c. The Parties may engage a representative, advisor, or legal counsel at their own expense,
 - d. The Discipline Committee may request that any other individual participate and give evidence at the hearing,
 - e. The Discipline Committee may allow as evidence at the hearing any oral evidence and document or thing relevant to the subject matter of the complaint, but may exclude such evidence that is unduly repetitious, and shall place such weight on the evidence as it deems appropriate, or
 - f. The decision will be by a majority vote of the Discipline Committee.
35. If the Respondent acknowledges the facts of the incident, the Respondent may waive the hearing, in which case the Discipline Committee will determine the appropriate sanction. The Discipline Committee may still hold a hearing for the purpose of determining an appropriate sanction.
36. The hearing will proceed in any event, even if a Party chooses not to participate in the hearing.
37. If a decision may affect another party to the extent that the other party would have recourse to a complaint or an appeal in their own right, that party will become a Party to the current complaint and will be bound by the decision.
38. In fulfilling its duties, the Discipline Committee may obtain independent advice.

Process #2: Decision

39. After hearing the matter, the Discipline Committee will determine whether an infraction has occurred and, if so, the sanctions to be imposed. Within fourteen (14) Days of the hearing's conclusion, the Discipline Committee's written decision, with reasons, will be distributed to all Parties, the Case Manager, and the Organization. In extraordinary circumstances, the Discipline Committee may first issue a verbal or summary decision soon after the hearing's conclusion, with the full written decision to be issued before the end of the fourteen (14) Day period. The decision will be considered a matter of public record unless decided otherwise by the Discipline Committee.

Process #2: Sanctions

40. The Discipline Committee may apply the following disciplinary sanctions, singularly or in combination:
 - a. A verbal or written reprimand,
 - b. A verbal or written apology,
 - c. Service or other contribution to the Organization,
 - d. Removal of certain privileges,
 - e. Suspension from certain teams, events, and/or activities,
 - f. Suspension from certain activities for a designated period,
 - g. Payment of the cost of repairs for property damage,
 - h. Suspension of funding from the organization or from other sources,
 - i. Expulsion from the organization, and/or
 - j. Any other sanction considered appropriate for the offense.
41. Unless the Discipline Committee decides otherwise, any disciplinary sanctions will begin immediately, notwithstanding an appeal. Failure to comply with a sanction as determined by the Discipline Committee will result in an automatic suspension until such time as compliance occurs.
42. Records of all sanctions will be maintained by the Organization. The Organization will disclose all decisions to the applicable Provincial/Territorial Sport Organization, which may further disclose such decisions at its discretion.



Process #2: Appeals

43. The decision of the Discipline Committee may be appealed in accordance with the *Discipline and Complaints Appeal Policy*.

Suspension Pending a Hearing

44. The Organization may determine that an alleged incident is of such seriousness as to warrant suspension of an Individual pending completion of a criminal process, the hearing, or a decision of the Discipline Committee.

Criminal Convictions

45. The Organization may determine in its sole discretion that an Individual's conviction for a Criminal Code offense will be deemed an infraction under this Policy and will result in expulsion from the Organization. Criminal Code offences may include, but are not limited to:
- Any child pornography offences,
 - Any sexual offences,
 - Any offence of physical violence,
 - Any offence of assault, or
 - Any offence involving trafficking of illegal drugs.

Confidentiality

46. The discipline and complaints process is confidential and involves only the Parties, the Case Manager, the Discipline Committee, and any independent advisors to the Discipline Committee. Once initiated and until a decision is released, none of the Parties will disclose confidential information relating to the discipline or complaint to any person not involved in the proceedings.
47. Any failure to respect the aforementioned confidentiality requirement may result in further sanctions or discipline by the Discipline Chair or Discipline Committee (as applicable).

Timelines

48. If the circumstances of the complaint are such that adhering to the timelines outlined by this Policy will not allow a timely resolution to the complaint, the Case Manager may direct that these timelines be revised.

Records and Distribution of Decisions

49. Other individuals or organizations, including but not limited to, national sport organizations, provincial/territorial sport organizations, sport clubs, etc., may be advised of any decisions rendered in accordance with this Policy.



References:

- Bylaws of the Edmonton Interdistrict Youth Soccer Association
- EIYSA Athlete Protection Policy
- EIYSA Code of Conduct and Ethics
- EIYSA Discipline and Complaints Policy
- EIYSA Discipline and Complaints Appeal Policy
- EIYSA Social Media Policy
- [Alberta Soccer Sport Clubs/Districts Operations Manual](#)¹

¹ Alberta Soccer Association and Sport Law (2022). Sports Clubs / Districts Operations Manual (1st Edition). Alberta Soccer Association

Appendix A: Discipline and Complaints Policy Flowchart

