

KRA Formal Complaints and Discipline Policy

Status: Operating
Adopted: April 7, 2026
Last Amended: April 24, 2026

1. Introduction

1.1 This policy is adopted by the Kelowna Ringette Association (KRA) Executive under the authority of the KRA Bylaws. Questions about this policy may be referred to admin@kelownaringette.com. The term "Executive" refers to the governing body of the Kelowna Ringette Association, as defined in the KRA Bylaws. This group is often referred to informally as the "board."

1.2 This policy governs **Formal Complaints** raised by members (including parents, athletes, volunteers) that are not **Minor Complaints** (which must follow the [Conflict Resolution Policy](#)), and are not classified as abuse or maltreatment under the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS).

1.2.1 The UCCMS, administered through Ringette BC (RBC)'s Independent Third Party, applies to serious cases of maltreatment, including but not limited to: physical, sexual, or psychological abuse; grooming or boundary violations; neglect or abuse of power; or retaliation or discrimination related to reporting.

1.3 For clarification on what should be submitted to KRA vs what should be submitted to RBC, see the RBC Discipline and Complaints Policy 3.6, which distinguishes Process #1 (Association) vs Process #2 (RBC / UCCMS), and has additional examples in Appendix C.

1.4 This policy ensures consistent, fair handling of serious concerns within KRA jurisdiction before any escalation to RBC.

2. Definitions

2.1 **Formal Complaint:** a written complaint alleging harassment, one-time disrespectful remarks, misconduct, or violation of codes of conduct.

2.2 **Minor Complaint:** an interpersonal concern or disagreement regarding communication, playing time, coaching style, or other team-related matters that do not involve harassment, discrimination, or maltreatment. Minor Complaint handling is addressed in the Conflict Resolution Policy.

2.3 **Complainant:** a person or persons who submits a Formal Complaint under this policy.

2.4 **Respondent:** the individual or group to whom the Formal Complaint is directed.

2.5 **Disciplinary Committee:** the committee appointed under this policy to receive, assess, investigate, and make recommendations on Formal Complaints.

2.6 **Confidential Records:** Records containing personal, sensitive, or complaint-related information requiring restricted access. This classification applies to materials created or received under this policy, including complaint submissions, investigation notes, and committee reports.

2.7 **Official KRA Email Address:** An email address ending with @kelownaringette.com that uses the email service provided by KRA for official business.

3. Initial Handling of Formal Complaints

3.1 Notwithstanding all other clauses in this policy:

3.1.1 Individuals may choose to file a complaint directly with RBC's Independent Third Party if: the alleged conduct meets the UCCMS definition of maltreatment; there is an immediate or significant safety concern; the Complainant believes KRA cannot address the matter impartially due to a conflict of interest; or the issue spans multiple Associations or involves provincial-level participants.

3.1.2 This policy is not intended to limit or prevent UCCMS-based reporting under RBC's Discipline & Complaints Policy. Where a **Complainant** reasonably believes the alleged conduct involves maltreatment as defined by the UCCMS, they may report directly through RBC's complaint portal.

3.2 Complainants must observe a "24-hour rule" before raising a concern, to ensure discussions occur with professionalism and perspective.

3.3 All KRA members must first submit Formal Complaints under this policy before escalation to the Thompson Okanagan Ringette League (TORL), or to RBC.

3.4 If a Formal Complaint involves or materially affects members, volunteers, or participants of another ringette association, the President must notify the President (or designated official) of the affected organization and provide sufficient complaint-related information to allow that association to participate in or assume responsibility for resolution of the matter.

3.4.1 If the matter cannot be resolved at the association level, the President must escalate the matter to TORL for further review and direction.

3.5 Retaliation against any party for raising a Formal Complaint in good faith is strictly prohibited.

3.6 Escalation to RBC, TORL, or other external bodies, is permitted only after KRA's internal process has been exhausted.

4. Filing a Formal Complaint

4.1 Formal Complaints must be submitted in writing, which includes electronic submission to an **Official KRA Email Address** or via an approved KRA form. Complaints submitted through unofficial or personal email accounts may be redirected to ensure confidentiality and compliance with the [Records Retention and Email Use Policy](#).

4.2 Complaints must be sent directly to the appropriate designated official (see Section 5).

4.3 A Formal Complaint must be submitted by one or more named Complainants. **Anonymous Complainants cannot submit a Formal Complaint.**

5. Where to Submit Formal Complaints

5.1 **Minor Complaints** must be submitted in accordance with the [Conflict Resolution Policy](#).

5.2 Formal Complaints involving coaches, assistant coaches, managers, and bench staff must be submitted to the KRA Director of Coaching (or, if not available, the director for the division).

5.3 Formal Complaints involving the KRA President must be submitted to the KRA Vice President.

5.4 Formal Complaints involving other members of the KRA Executive must be submitted to the KRA President.

5.5 Formal Complaints involving minor officials and referees must be submitted to the KRA Referee-in-Chief.

5.6 All other Formal Complaints must be submitted to the KRA President.

6. Formation of Disciplinary Committee

6.1 Upon receipt of a valid Formal Complaint, the President (or delegate) must appoint a **Disciplinary Committee** of 3-5 members of the Executive, none of whom have a direct conflict of interest in the matter.

6.2 The Disciplinary Committee has the authority to investigate, interview parties, request documents, and submit a report to the Executive for decision.

7. Investigation and Process

7.1 The **Respondent** must receive notice of the allegations, be given an opportunity to respond, and be treated with procedural fairness.

7.2 The Disciplinary Committee must complete its review and submit their report within 30 days (or other timeline set by the Executive), with extensions permitted for cause.

7.3 The Disciplinary Committee's report must include findings and recommended sanctions, if any.

8. Executive Decision and Enforcement

8.1 The Executive must review the committee's findings and may accept, amend, or reject recommendations by majority vote. The decision will be made by secret ballot and recorded in the minutes as either upheld, dismissed, or referred for further action.

8.2 Sanctions will be determined by the Executive in accordance with the authority granted under the KRA Bylaws. These may include, but are not limited to, reprimand, suspension, removal from roles, required training, and/or probation.

9. Appeals

9.1 The Respondent (or Complainant, if applicable) has the right to appeal on limited grounds: procedural fairness, bias, or decision beyond the authority of the Disciplinary Committee or Executive.

9.2 Appeals must be filed in writing to the President within fourteen (14) days of the date the decision is issued.

9.3 Upon receipt of a written appeal, the President must escalate the matter to TORL or to RBC, as appropriate, in accordance with the applicable governing policies.

10. Confidentiality

10.1 All parties involved in a Formal Complaint must maintain strict confidentiality throughout the process and afterward. Information may be disclosed only as required to administer this policy, as required by law, or as required by procedural fairness.

10.2 The Disciplinary Committee must disclose complaint-related information, including the identities of the Complainant and Respondent, to the Executive only to the extent necessary for the Executive to make a decision under Section 8.

10.3 The full contents of Disciplinary Committee reports, submissions, investigation notes, and evidence must not be included in Executive meeting minutes. Minutes must record only the outcome (eg: whether recommendations were accepted, rejected, or amended).

11. Communications

11.1 The Complainant and Respondent must receive written notice of decisions through an Official KRA Email Address or other approved confidential means.

11.1.1 This written notice must include whether the complaint was upheld, dismissed, or partially upheld. Participants must also be informed of their right of appeal (if applicable).

11.1.2 Additionally, the written notice to the Respondent must include any sanctions or conditions imposed.

11.2 For privacy reasons, the Complainant **may not** receive a detailed list of specific actions or sanctions imposed on the Respondent, unless disclosure is necessary for the Complainant's direct safety or participation in ringette.

12. Record-Keeping

12.1 All materials created or received under this policy are considered **Confidential Records** and must be managed in accordance with the [Records Retention and Email Use Policy](#).

13. Escalation

13.1 If the process outlined in this policy fails to resolve the Formal Complaint or the matter qualifies under RBC's jurisdiction, it may be referred to RBC's Discipline & Complaints Policy. KRA will cooperate and provide relevant materials as requested by RBC, or its designated complaint handler.

Revision History

Date	Revision
2025.10.04	Initial draft created.
2026.02.28	Draft revisions per Policy Review Committee to address cross-association complaints, keeping identities as confidential as possible while allowing procedural fairness, simplification of appeal process
2026.04.07	Naming of alternate if Director of Coaching is not available. Policy approved as Interim Policy by KRA Executive.
2026.04.24	Policy approved as Operating Policy at KRA AGM.