

# PMBA Discipline & Complaints Policy

Approved by PMBA Executive: January 15, 2026

Applies to all Baseball and Softball divisions

## Purpose

The purpose of this policy is to provide a fair, transparent, and consistent process for handling complaints and disciplinary issues related to participants in PMBA programs. It ensures that concerns are heard, evaluated, and addressed in accordance with PMBA's values and bylaws.

### 1. Definitions

- **Complainant:** The individual submitting the complaint.
- **Respondent:** The person or group the complaint is directed at.
- **Participant:** Any player, coach, manager, official, volunteer, executive, or parent/guardian involved in PMBA.
- **Independent Third Party (ITP):** A neutral individual or body appointed to manage complaints that may involve conflict of interest or serious allegations.

### 2. Scope

This policy applies to all PMBA activities and programs, including, but not limited to: League play, Practices, Tournaments, PMBA-sanctioned events. PMBA's discipline processes are grounded in the association's established behavioural expectations as outlined in the Coach, Player, and Parent Codes of Conduct.

### 3. Who May Submit a Complaint

PMBA accepts complaints submitted in good faith by any individual who:

- Is directly involved in the incident, or
- Has witnessed conduct that may violate PMBA's Code of Conduct, Player Discipline Policy, or other established policies.

This includes players, parents/guardians, coaches, umpires, executive members, and team volunteers. Complaints from **third parties** (e.g., extended family members, spectators, community members) **may be considered** at the discretion of the PMBA Executive if the concern is significant and relevant to the safety, conduct, or operations of the association.

While PMBA may **accept and review** such third-party complaints, **details of any disciplinary outcomes will not be shared** with individuals who are not a registered member, parent/guardian, or official team volunteer due to confidentiality and privacy requirements.

**All complaints must be submitted in writing within 30 days of the alleged incident unless exceptional circumstances apply.** Refer to the applicable Player, Coach, or Parent discipline policies for issue-specific procedures.

#### **4. Submission Process**

Complaints should be submitted to: The appropriate **PMBA Executive Member**, or The **Independent Third Party (if confidentiality or neutrality is required)**. Complaints may also be submitted for potential violations of PMBA's operational policies, including but not limited to Attendance, Social Media Conduct, Facility Usage, and Communication Guidelines.

Complaints must include:

- Names of those involved
- A description of the incident(s)
- Relevant dates, times, and locations
- Any supporting evidence (screenshots, messages, etc.)

#### **5. Complaint Review Process**

Upon receiving a complaint, the following steps apply:

##### **Step 1: Preliminary Review**

- The executive or ITP determines if the complaint falls within PMBA's jurisdiction.
- If valid, the complaint proceeds; if not, the Complainant is informed and referred elsewhere if needed.

##### **Step 2: Notification**

- The Respondent is notified in writing and given an opportunity to respond.

##### **Step 3: Resolution Path**

Complaints will be managed under **Process #1 or Process #2**, as outlined in the policy:

- **Process #1 – Informal Resolution** (Minor incidents, misunderstandings)
  - Mediation or facilitated discussion.
  - Corrective measures or coaching guidance.
  - Often resolved at the team or division level.
- **Process #2 – Formal Resolution** (Serious incidents, repeated behaviour)
  - Full review by executive or ITP.
  - Possible hearings or interviews.
  - May result in disciplinary measures.

If a complaint involves a potential violation of other PMBA policies (e.g., Attendance, Social Media, Facility Usage, Team Communication), those will be reviewed in parallel and may guide resolution steps.

## 6. Disciplinary Outcomes

Discipline may include but is not limited to:

- Verbal or written warnings
- Temporary suspensions from games or practices
- Removal from a team
- Removal from PMBA programs or executive roles
- Referral to Baseball Alberta if the incident violates broader policies

For more detailed guidance on progressive discipline and role-specific consequences, refer to the Coach Discipline Policy, Player Discipline Policy, or Parent Code of Conduct as applicable.

## 7. Confidentiality

- All complaints will be handled **confidentially** to the extent possible.
- Only those directly involved will be informed of specific details.
- PMBA respects the privacy of all parties and complies with applicable privacy legislation.

## 8. Protection from Retaliation

Participants who raise concerns in good faith will be protected from reprisal. Any attempt at retaliation may result in further discipline. Where applicable, consequences will align with the PMBA Player Discipline Policy or Coach Disciplinary Action Policy.

## 9. Appeals

Decisions made through the formal process may be appealed within **7 days**. The appeal must:

- Be in writing,
- State the grounds for appeal (e.g., new evidence, procedural error),
- Be reviewed by an appeal panel made up of uninvolved executive members or external reviewers if needed.