



## **Ringette New Brunswick Complaint Policy**

### **1. Purpose**

Ringette New Brunswick (RNB) is committed to fostering a positive and respectful environment for all participants, including players, coaches, officials, volunteers, and parents. This policy provides a clear and transparent process for addressing complaints in a fair and timely manner.

### **2. Scope**

This policy applies to all members, including athletes, coaches, officials, parents, volunteers, and board members, involved in Ringette New Brunswick activities. Complaints may relate to conduct, policies, procedures, decisions, or any other matters affecting the organization.

**Approval Date: 02/17/2025**

### **3. Principles**

- **Respect & Fairness:** All complaints will be treated with respect and fairness.
- **Confidentiality:** Information related to complaints will be kept confidential to the extent possible.
- **Timeliness:** Complaints will be addressed promptly and efficiently.
- **Non-Retaliation:** Individuals filing complaints in good faith will not face retaliation.

### **4. Complaint Steps**

#### **4.1 Informal Decision**

Whenever possible, individuals are encouraged to resolve concerns informally by discussing the matter directly with the involved party. If a resolution cannot be reached, the complainant may proceed with a formal complaint.

**4.2** If a resolution cannot be achieved through informal discussion, the complainant may escalate the matter by submitting a formal complaint to their local association.

#### **4.3 Formal Complaint Submission**

A formal complaint should be submitted in writing to Ringette New Brunswick within 14 days\*.

To submit a formal complaint, [Complaint Submission Form](#)

the complaint form must be completed and sent to [rnb.executivedirector@gmail.com](mailto:rnb.executivedirector@gmail.com)

\*A Complainant wishing to file a complaint outside of the 14 days must provide a written statement giving reasons for an exemption to this limitation. The decision to accept or deny the complaint outside of the 14 days will be at the sole discretion of the Executive Director. This decision may not be appealed.

## **5. Complaint Review & Investigation**

1. Upon receipt, the Executive Director (or designated official) will acknowledge the complaint within five (5) business days.
2. The complaint will be reviewed to determine if it falls within the scope of RNB's jurisdiction.
3. If necessary, an investigation will be conducted, which may involve gathering information from relevant parties.
4. A decision will be made within 14 days of receiving the complaint. If more time is needed, the complainant will be notified of the delay and given an estimated timeline for resolution.

[Discipline & Complaints Policy](#)

## **6. Resolution & Appeals**

- A written response will be provided to the complainant outlining the findings and any actions to be taken.
- If the complainant is dissatisfied with the outcome, they may appeal the decision within fourteen (14) days by submitting a written request to RNB Executive Director @ [rnb.executivedirector@gmail.com](mailto:rnb.executivedirector@gmail.com)
  - Individuals who wish to initiate an appeal beyond the fourteen (14) day period must provide a written request stating the reasons for an exemption. The decision to allow, or not allow, an appeal outside of the fourteen (14) day period will be at the sole discretion of the Case Manager and may not be appealed. \*[Appeals Policy](#)
- The Complaints Committee will review the appeal and make a final decision within 14 days. This decision will be final and binding.
- **Complaints Committee:**
  - Chair – Stacey Russell
  - Tina Baird

## **7. Records & Documentation**

All complaints and related documentation will be securely maintained by RNB for a minimum of five (5) years.

## **8. Policy Review**

This policy will be reviewed periodically to ensure effectiveness and compliance with best practices: effective Feb 2025