

Policy Sections	Change	Date Approved	Effective Date
All	Add and align definitions of the AB UCC (Alberta Universal Code of Conduct) and ABSSCM (Alberta Safe Sport Complaint Management).	Feb 17 2026	April 1 2026

### Overview

1. Organizational Participants are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with all by-laws, governance requirements, policies, procedures, Code of Conduct and Ethical Behavior, rules, standards, and regulations of Ringette Alberta (the “Organization”), and/or its Member Associations, as updated and amended from time to time (collectively known as the “Governing Documents”).
2. Non-compliance with any of the Organization’s and/or Member Associations’ Governing Documents and/or the AB UCC, as applicable, may result in sanctions and other measures pursuant to this Policy.

### Purpose

3. The purpose of this Policy is to set out the processes by which complaints or reports of violations of Ringette Alberta’s *Code of Conduct* and other applicable Governing Documents will be addressed.
4. This Policy does not intend to apply to matters that fall within the scope of the Alberta Universal Code of Conduct (“AB UCC”). Such matters must be addressed through the Alberta Safe Sport Complaint Mechanism (“ABSSCM”) and are not processed under this Policy. This does not prevent Ringette Alberta from implementing interim administrative measures where necessary to address immediate risks.

### Definitions

5. Terms in this Policy are defined as follows:
  - a) **Complainant** – Anyone who makes a report of an incident, or a suspected incident, under this Policy.
  - b) **Days** – calendar days<sup>1</sup>
  - c) **External Hearing Panel** – A panel of one (1) or three (3) independent adjudicators appointed by the Independent Case Manager to hear and decide a complaint referred under this Policy. Panel members must be free from any real or reasonably perceived conflict of interest and must have no direct relationship with the Parties. At least one of a three-person panel, or the sole adjudicator in a single-member panel, must be legally trained.
  - d) **Event** – An event sanctioned by the Organization, which may include a social event.
  - e) **Governing Documents** - All by-laws, governance requirements and agreements, policies, procedures, *Code of Conduct and Ethical Behavior*, rules, standards, and regulations of Ringette Alberta (the “Organization”).

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<sup>1</sup> <sup>1</sup>For the purposes of calculating deadlines, the date of the trigger event is excluded. Count the days, including intermediate Saturdays, Sundays, and legal holidays. Thus, if you are counting forward from today, then today is day zero, tomorrow is day one, and so forth. When a deadline/due date falls on a weekend or legal holiday, skip those days until you reach the next business day.

- f) **Independent Case Manager** – An individual or entity designated by Ringette Alberta to receive complaints and manage intake, screening, and triage under this Policy, including determining jurisdiction and the appropriate resolution pathway. The Independent Case Manager does not determine the merits of complaints or impose sanctions.
- g) **Internal Disciplinary Committee** – A pool of individuals authorized by Ringette Alberta to serve as Internal Discipline Chair or panel members for complaints proceeding under the Internal Discipline Process. Members may be drawn from within the sport community, provided they are free from any real or reasonably perceived conflict of interest and are able to act impartially.
- h) **Internal Discipline Chair** – An individual appointed by Ringette Alberta from the Internal Disciplinary Committee to hear and decide complaints under the Internal Discipline Process. The Internal Discipline Chair may be a director, staff member, or other individual affiliated with Ringette Alberta, provided they are free from any real or reasonably perceived conflict of interest in relation to the matter and are able to act impartially.
- i) **Member** – As defined in Ringette Alberta Bylaws as Directors of Ringette Alberta Board of Directors or a Group Member, which is any club, association, or community within the Province of Alberta that registers players with the Association or the Organization for the purpose of participating in ringette. For the readers' clarity, the term "local Member Association" is sometimes used in this policy and also refers to this definition of Member.
- j) **Minor** – as defined in the *AB UCC*.
- k) **Organization** - Ringette Alberta
- l) **Parties** – the individuals involved in a complaint/reported incident, normally the Complainant and Respondent.
- m) **Organizational Participants** – All registered participants of Ringette Alberta and all individuals who are subject to the Organization's Governing Documents and policies. This includes all people employed by, contracted by, or engaged in activities sanctioned by Ringette Alberta including, but not limited to, employees, contractors, athletes, coaches, facilitators, evaluators, instructors, officials, volunteers, managers, administrators, committee members, parents or guardians, spectators, committee members, and Directors and Officers.
- n) **Power Imbalance** – as defined in the *AB UCC*.
- o) **Respondent** – The Party about whom the complaint allegations are made, and who is expected to respond to the complaint.
- p) **Vulnerable Organizational Participant** – as defined in the *AB UCC* at minimum: "(a) Minor); and/or (b) Organization Participant who lacks decision-making or legal capacity or who is otherwise unable to protect their own interests. Vulnerable Participants include persons who are not able to provide informed Consent."

## Application

- 6. This Policy applies alleged breaches of Ringette Alberta's Governing Documents by Organizational Participants in connection with Ringette Alberta-sanctioned programs, activities, and Events.
- 7. Complaints arising under a Member Association's governing documents are normally addressed by the applicable Member Association under its own policies and procedures. However, Ringette Alberta may assume jurisdiction over a matter arising within a Member Association only where the matter is formally referred to Ringette Alberta or triaged to Ringette Alberta by the Independent Case Manager and

Ringette Alberta determines that a province-level process is appropriate, including where one or more of the following apply:

- a) There is a real or reasonably perceived conflict of interest within the local process;
  - b) The seriousness or complexity of the matter exceeds the capacity of the Member's process;
  - c) The matter affects Ringette Alberta-sanctioned Events, provincial teams, officials, or other provincial programming;
  - d) The Respondent participates across multiple Member Associations, and a consistent outcome is required; or
  - e) The matter involves Ringette Alberta staff, directors, officers, or appointees.
8. This Policy does not apply to matters that fall within the scope of the AB UCC or that must be addressed through the ABSSCM or the Canadian Safe Sport Program (CSSP). Such matters are out of scope and will be referred to the ABSSCM or CSSP, as appropriate.
  9. Ringette Alberta may implement interim measures or safety-based measures where reasonably necessary to address immediate operational or safety risks pending the outcome of the ABSSCM or CSSP process.
  10. Ringette Alberta will cooperate and provide relevant information to the ABSSCM or the CSSP, as applicable, in accordance with applicable law and information-sharing requirements.
  11. Where a matter is referred to a Member Association under this Policy, Ringette Alberta will close its file in respect of that matter, subject to any monitoring or administrative follow-up it considers appropriate.
  12. Where the same facts give rise to both an alleged conduct-related breach under this Policy and an allegation of Prohibited Behaviour under the AB UCC, and ABSSCM process takes priority.
  13. In addition to being subject to disciplinary action pursuant to this 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 the Organization's human resources policies, if applicable.

### **Reporting a Complaint**

14. Complaints under this Policy must be submitted to the Independent Case Manager designated by Ringette Alberta.
15. Complaints should be submitted as soon as reasonably possible and, in any event, no later than fourteen (14) days from the occurrence of the incident giving rise to the complaint, unless extended by the Independent Case Manager in the interests of fairness, safety, or practicality.
16. A complaint should include, to the extent reasonably possible:
  - a) The names of the Parties involved;
  - b) A description of the alleged conduct;
  - c) The date(s) and location(s) of the incident(s); and
  - d) Any supporting information available at the time of submission.
17. An individual submitting a complaint may request that their identity be kept confidential. Ringette Alberta and the Independent Case Manager will make reasonable efforts to respect such requests, subject to the requirements of procedural fairness and any legal obligations. Complete anonymity cannot be guaranteed.

18. No Organizational Participant may engage in retaliation against a person who, in good faith, submits a complaint or participates in a process under this Policy.

### **Intake and Triage**

19. In determining whether a complaint is admissible under this Policy, the Independent Case Manager may consider:

- a) Whether the alleged conduct falls within Ringette Alberta's jurisdiction;
- b) Whether the complaint was submitted within the timelines set out in this policy, subject to any permitted extensions;
- c) Whether the matter has already been finally decided through another appropriate process;
- d) Whether the complaint is better addressed through another forum or operational process; and
- e) Whether the complaint is frivolous, vexatious, or made in bad faith.

20. If the complaint relates to conduct that must be addressed under another more appropriate process or mandated mechanism, the Independent Case Manager will refer the matter to that process and advise the Complainant accordingly.

21. Where a complaint arises within a Member Association, the Independent Case Manager will determine whether the matter should be addressed locally or whether Ringette Alberta should assume jurisdiction in accordance with section 7 of this Policy.

22. Where a complaint is accepted under this Policy, the Independent Case Manager will determine the appropriate resolution pathway and notify the Parties in writing.

23. Where the Independent Case Manager determines that a matter should be addressed by a Member Association, the complaint will be referred accordingly. In such cases, Ringette Alberta will not retain jurisdiction over the matter, subject only to any monitoring or administrative follow-up it considers appropriate.

### **Resolution Pathways**

24. Once a complaint is accepted under this Policy, the Independent Case Manager will assign the matter to one of the resolution pathways set out below, having regard to the nature, seriousness, and complexity of the matter, the interests of fairness, and the efficient use of resources:

- a) Informal Resolution
- b) Internal Discipline Process
- c) External Hearing Panel

### **Informal Resolution**

25. Informal resolution under this Policy includes the use of alternative dispute resolution ("ADR") techniques, such as facilitated discussion or mediation.

26. Where appropriate and with the consent of the Parties, the Independent Case Manager may facilitate or arrange an information resolution process, such as a facilitated discussion or mediation.

27. Informal resolution is voluntary and may not be used where:

- a) The matter involves allegations of serious misconduct;
- b) There is a significant Power Imbalance between the Parties; or

- c) The Independent Case Manager determines that a formal process is necessary to ensure fairness or protect the integrity of Ringette Alberta programs.

28. Where a matter is resolved informally, the Independent Case Manager will document the outcome and confirm any agreed actions in writing to the Parties. No disciplinary sanction will be imposed unless expressly agreed by the Parties and approved by Ringette Alberta.

**Internal Discipline Process (Default)**

29. Unless otherwise directed by the Independent Case Manager, admissible complaints under this Policy will proceed through Ringette Alberta's internal discipline process.

30. Ringette Alberta will appoint an Internal Discipline Chair to administer the process and make a determination on the complaint.

31. The Internal Discipline Chair will determine the appropriate procedure for the matter, provided that:

- a) The Parties are given reasonable notice of the allegations and the process to be followed;
- b) Each Party has a reasonable opportunity to respond to the allegations and present relevant information; and
- c) The process is conducted in a timely, fair, and proportionate manner, having regard to the nature of the complaint.

32. Having regard to the circumstances, the Internal Discipline Chair may determine that the matter will proceed by:

- a) Written submissions only;
- b) A meeting or hearing conducted by telephone, video conference, or another communication medium; or
- c) A combination of written and oral hearing.

33. The Internal Discipline Chair may request additional information from the Parties, or any other person as reasonably necessary, to make a determination.

34. After considering the information provided, the Internal Discipline Chair will determine:

- a) Whether, on a balance of probabilities, a breach of Ringette Alberta's Governing Documents has occurred; and
- b) If so, the appropriate outcome or sanction in accordance with this Policy.

35. The Internal Discipline Chair's decision will be provided to the Parties in writing and will include brief reasons. The decision will take effect immediately, unless otherwise specified.

36. The Internal Discipline Process is intended to address complaints of a routine, operational, or administrative nature that can be fairly and appropriately handled within Ringette Alberta.

37. Where a complaint involves the potential for significant sanctions, complex or contested facts, a real or reasonably perceived conflict of interest, or issues that may materially affect Ringette Alberta or persons beyond the immediate Parties, the matter will be referred to an External Hearing Panel in accordance with this Policy.

**External Hearing Panel**

38. A Complaint will be referred to an External Hearing Panel where the Independent Case Manager determines that:
- The nature or seriousness of the allegations, or the range of possible sanctions, warrants determination by an independent adjudicator;
  - The matter involves complex, contested, or credibility-dependent evidence better suited to a formal hearing;
  - There is a real or reasonably perceived conflict of interest in the Internal Discipline Process; or
  - The matter raises issues that may have significant legal, reputational, governance, or precedential impact beyond the immediate Parties.
39. Where this pathway is selected, the Independent Case Manager will appoint an External Hearing Panel of one or three individuals, at least one of whom shall be legally trained.
40. The External Hearing Panel, in consultation with the Independent Case Manager, will determine the appropriate procedure, provided that the process:
- Is fair, timely, and cost-effective;
  - Gives the Parties reasonable notice and opportunity to participate;
  - Respects the principles of procedural fairness; and
  - May establish procedures, timelines, and evidentiary requirements necessary for a fair and efficient hearing.
41. Following the hearing, the External Hearing Panel will issue a written decision with reasons, determining whether a breach has occurred and, if so, any sanctions to be imposed.
42. A decision of the External Hearing Panel is binding on the Parties and on Ringette Alberta, subject to any appeal rights set out in the *Appeal Policy*.

**Records**

43. All decisions under this section will be maintained in the records of Ringette Alberta in accordance with applicable Privacy legislation and Ringette Alberta's Privacy Policy.

**Interim Measures**

44. Interim measures may be imposed where necessary to protect the integrity of Ringette Alberta programs, Events, or operations, or to address an immediate risk while a complaint is being addressed.
45. Interim measures may be imposed by the Executive Director of Ringette Alberta or their designate, in consultation with the Independent Case Manager where appropriate.
46. Interim measures may include, but are not limited to;
- Temporary restrictions on participation in Ringette Alberta-sanctioned activities or events;
  - Temporary reassignment or removal from a role or function; or
  - Temporary limitations on access to facilities or programs.
47. Interim measures are not disciplinary sanctions and do not constitute a finding of misconduct.

48. Interim measures will be reviewed as reasonably necessary and adjusted or lifted when no longer required.

**Sanctions**

49. Where a breach of Ringette Alberta's Governing Documents is established, any sanction imposed must be proportionate, reasonable, and appropriate to the circumstances.

50. In determining the appropriate sanction, the decision-maker may consider:

- a) The nature and seriousness of the conduct;
- b) Whether the conduct was intentional or inadvertent;
- c) The impact of the conduct on others and on Ringette Alberta programs;
- d) Any prior disciplinary history;
- e) The Respondent's acceptance of responsibility and cooperation in the process; and
- f) Any other mitigating or aggravating factors or circumstances.

51. One or more of the following sanctions may be imposed:

- a) verbal or written warning;
- b) education, training, or other remedial requirements;
- c) probation with conditions;
- d) suspension from participation in Ringette Alberta-sanctioned activities or Events for a specified period;
- e) eligibility restrictions limiting participation in certain roles or activities
- f) removal from a designated position or role; and
- g) other reasonable conditions or measures necessary to address the breach and protect the integrity of Ringette Alberta programs.

52. Failure to comply with a sanction imposed under this Policy may result in further disciplinary action.

**Confidentiality of Process**

53. All proceedings under this Policy are confidential and involve only those individuals who need to be involved to address the complaint, including the Parties, Ringette Alberta, the Independent Case Manager, and any appointed decision-makers.

54. Confidentiality may be lifted where disclosure is required by law, necessary to implement a decision or sanction, or required to protect the safety or integrity of Ringette Alberta programs.

55. The collection, use, and disclosure of personal information under this Policy will be carried out in accordance with Ringette Alberta's *Privacy Policy* and applicable privacy legislation.

**Appeals**

56. A decision made under this Policy may be appealed only in accordance with Ringette Alberta's *Appeal Policy*.

57. Unless otherwise directed under the *Appeal Policy*, the filing of an appeal does not stay the effect of a decision or sanction.

**Publication of Decisions**

58. Decisions under this Policy may be published where Ringette Alberta determines that publication is necessary to protect participants, uphold the integrity of its programs, or fulfill its governance and safeguarding responsibilities.
59. Where a decision is published, Ringette Alberta will take reasonable steps to protect personal and sensitive information, including through anonymization or redaction, particularly where a Minor or a Vulnerable Organizational Participant is involved. As a general rule, decisions involving Minors will not be published except in exceptional circumstances where publication is necessary to protect participants or to meet legal or regulatory obligations.
60. For greater certainty, the involvement of a Minor or Vulnerable Organizational Participant in a matter does not, on its own, preclude the publication of a decision identifying an adult where such publication is necessary to ensure transparency, accountability, or the protection of participants.

**Review of Policy**

61. This Policy will be reviewed by Ringette Alberta at least once every two years, or sooner if required by changes in governance, legislation, or operational needs.

This Policy is subject to review at least once every year

**Date of last review: January 11, 2025**

**Approved by Ringette Alberta Board of Directors: February 17, 2026**