



# Formal Complaint Form

Submit to:

Complete the form below to submit a formal complaint to be reviewed by the Discipline Chair of Softball BC . For more information about Softball BC's judicial processes, please refer to the Complaint & Discipline Policies of Softball BC here: [Softball BC encourages all members and individuals involved in softball to speak out and feel supported in the act of filing a complaint when you feel there has been misconduct or inappropriate behaviour.](#)

### Softball BC Safe Sport Position Statement:

Softball BC believes that everyone involved in softball has the right to participate in safe and inclusive environments free of abuse, harassment, discrimination, and to enjoy the sport at whatever level or capacity they participate in. The welfare of everyone involved in softball is the foremost consideration and in particular, the protection of children in the sport is the responsibility of everyone involved.

**Note: unless otherwise stated as optional, all fields must be completed.**

**Name:**

**Email address:**

**Your role (e.g. player, team official, parent, association executive, etc.):**

**Check this box to acknowledge that you are aware that your complaint may be shared:**

In accordance with the principles of procedural fairness, Softball BC Discipline Chair may share some or all of the information in your complaint with the party against whom the complaint has been lodged. If the box is not checked, Softball BC Discipline Chair will be unable to move forward with a review of your complaint.

**[OPTIONAL] Check this box if you wish for your identity to be kept confidential:**

Please note that while every effort will be made to keep your identity confidential, your identity may become apparent in the course of further review or investigation of the complaint.

### Nature of the complaint – what rules were broken?

In the box below please provide the relevant (and specific) operating rule(s), policy (or policies), by-law(s), etc. that has been contravened. This may include a clause(s) from Softball BC's Member Handbook, or other Softball BC policy (these documents can be found here: [or this may be from the governing documents of the association to which the accused party belongs \(e.g. league rules, LSO constitution & bylaws, club code of conduct, etc.\).](#)

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**Description of the incident(s) and/or alleged breach**

**Date and Time:**

**Location:**

**Name of the accused party (or parties):**

**Role of accused party (e.g. player, team official, parent, association executive, etc.):**

**What happened? In an organized chronological order, provide as much relevant detail about the incident(s) as possible in the box below (attach another page if necessary). Please also list any witnesses. Other forms of relevant evidence, including documents and digital items, should be attached for reference to support the submission.**

**Submit your completed complaint form to          and attach any relevant evidence/documents/information you have of the alleged misconduct.**

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## What Softball BC's Discipline Chair Needs to Know

- The names and roles of the parties involved
- The nature of the complaint – specific rule(s), regulation(s), policy (or policies), etc. allegedly broken.
- A detailed description of the incident(s) (what happened, why it happened, where you were when it happened, your role, etc.)

## What You Need to Know

- You don't need to pay a fee to file a complaint
- Softball BC's Discipline Chair is impartial and does not take one party's side over the other
- Updates about the status of your complaint will be provided via email from if and when appropriate and possible
- In some cases, it may be appropriate for another organization within softball's structure (Youth or Adult Club or League, Coordinator, or District Organization) to handle your complaint which may result in your complaint being referred to a lower level organization to handle. As such it may be appropriate to consult with your Club, District and/or League before submitting a complaint to Softball BC
- To confirm, the following types of misconduct shall be reviewed by Softball BC Discipline Chair:
  - Process #1 - the Complaint alleges the following incidents:
    - Disrespectful, abusive, racist, or sexist comments or behaviour
    - Disrespectful conduct
    - Minor incidents of violence (e.g., tripping, pushing, elbowing)
    - Conduct contrary to the values of Softball BC
    - Non-compliance with Softball BC's policies, procedures, rules, or regulations
    - Minor violations of the *Code of Conduct and Ethics*
  - Process #2 - the Complaint alleges the following incidents:
    - Repeated minor incidents
    - Any incident of hazing
    - Behaviour that constitutes harassment, sexual harassment, or sexual misconduct
    - Major incidents of violence (e.g., fighting, attacking, sucker punching)
    - Pranks, jokes, or other activities that endanger the safety of others
    - Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition
    - Conduct that intentionally damages Softball BC's image, credibility, or reputation
    - Consistent disregard for Softball BC's bylaws, policies, rules, and regulations
    - Major or repeated violations of the *Code of Conduct and Ethics*
    - Intentionally damaging Softball BC's property or improperly handling Softball BC's monies
    - Abusive use of alcohol, any use or possession of alcohol by minors, or use or possession of illicit drugs and narcotics
    - A conviction for any *Criminal Code* offense
    - Any possession or use of banned performance enhancing drugs or methods
    - Any other matter directly related to Softball BC which the Discipline Chair of Softball BC, in their sole discretion, chooses to handle
- Softball BC's Discipline Chair may share some or all of the information you provide in the process of resolving your complaint. For example, if your complaint is determined to have merit, then the information you submitted will be provided to the accused party so that they may have a reasonable opportunity to defend themselves at a discipline hearing.

## What Happens When You Submit Your Complaint (Form)?

- The Case Manager for Softball BC will review your complaint and determine if it has merit.
- The Case Manager may:
  1. Investigate your complaint further (meaning you may be asked for further information).

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2. Refer your complaint to a Softball BC member club or affiliated organization (e.g. district, league, etc.) for review.
3. Constitute the appropriate panel to commence further review and/or action. The two panel options available are:
  - a) A Discipline Chair, a single individual, appointed by the president of Softball BC to review and decide on appropriate discipline for violations which fall under Category #1
  - b) A Discipline Panel, made up of three individuals, to conduct a discipline hearing for violations which fall under the heading of Category #2.
4. Determine the complaint does not have merit

