



FORMAL COMPLAINT FORM

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.

For more information about Softball BC's judicial processes, please refer to the Complaint & Discipline Policies of Softball BC [here](#).

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.

INSTRUCTIONS

Read the instructions carefully and complete the form to submit a formal complaint to be reviewed by the Discipline Chair of Softball BC. Note: unless otherwise stated as optional, all fields must be completed. **Submit the complete document and any additional information you may wish to include to support your complaint to executive.director@softball.bc.ca.**

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 do not 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 when appropriate and possible.
- In some cases, it may be appropriate for another organization within Softball BC's structure (Youth or Adult Club or League, Coordinator, or District Organization) to handle your complaint. As such it may be appropriate to consult with your Club, District, and/or League before submitting a complaint to Softball BC.
- 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 respondent 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, most likely the Executive Director of Softball BC, will review your complaint and determine if it has merit. They will also determine if Softball BC has jurisdiction. This could lead to your complaint being referred to a Softball BC member club or affiliated organization (e.g., district, league, etc.) for review.
- The Case Manager may
 - Choose to investigate further, meaning you may be asked for further information.
 - Propose alternative dispute resolution techniques is a viable option.
 - 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.
 - b) A Discipline Panel, made up of three individuals, to conduct a discipline hearing for violations.

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Your Name:	Your Email address:
Your role (e.g., player, team official, parent, association executive, etc.):	
In accordance with the principles of procedural fairness, the Softball BC Discipline Chair may share some or all of the information contained in your complaint with the respondent [the party against whom the complaint has been lodged].	
Check this box to acknowledge that you understand that the details of your complaint may be shared: <i>If the box is not checked, Softball BC will be unable to move forward with a review of your complaint.</i> <input type="checkbox"/>	
Check this box if you wish for your identity to be kept confidential [OPTIONAL]: <i>Please note that while every effort will be made to keep your identity confidential, your identity may become apparent during the course of further review or investigation of the complaint.</i> <input type="checkbox"/>	
Are you submitting additional information along with the complaint form? YES <input type="checkbox"/> NO <input type="checkbox"/>	

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](#), [Softball BC policy](#) or 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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A large, empty rectangular box with a thin black border, intended for the user to write the details of their formal complaint.

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Name of the Respondent(s):

Role of respondent(s) (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 (name and contact information). You can include documents and digital images or recordings as relevant evidence. Reference them in this section of the complaint and submit them at the same time as our completed complaint form.

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Your signature	Signed on
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Submit the complete document and any additional information you may wish to include to support your complaint to executive.director@softball.bc.ca.