

COMPLAINT POLICY

RULES OF CONDUCT

- (1) Softball PEI may from time to time pass rules of conduct prescribing the standards of competency, fitness, moral character and conduct of its Board Members, members, volunteers, athletes or parents. Any such rule or any amendment thereto shall not take effect until it has been approved at a general meeting of Softball PEI or at a special general meeting of Softball PEI called to consider such rule or amendment. Such rules are not an exhaustive codification of the standards expected of Board Members, members, volunteers, athletes or parents.
- (2) Board Members, members, volunteers, athletes or parents shall comply with the by-laws, rules of conduct and policies of Softball PEI.

EXPRESSING A CONCERN

- (1) When an issue occurs and a party has a resulting concern to express or issue to be resolved, they are asked to wait 24 hours, then put the issue in writing and submit it to the appropriate party (see below). Whether this issue is labelled as coaching error, team mate interference, parent conflict or any other of a number of possible situations, it is very important that all parties involved take the full 24 hours to remove or decrease the emotional element so that the actual issue can be resolved quickly, in a civilized manner, and to everyone's satisfaction.
 - (a) For team level issues:
 - i. The appropriate party is normally the team manager;
 - ii. If the issue is with the team manager, the coach is the appropriate party;
 - iii. If the team so chooses they can also designate an alternate party, such as a parent representative, to be the appropriate person to hear concerns;
 - iv. All issues/concerns that cannot be settled at the team level are to be forwarded to
Softball PEI in compliance with the Complaints section below.
 - (b) For issues with umpiring, the appropriate party is the Umpire in Chief of Softball PEI.
- (2) All in-person conversations should be done in private, away from any children, with a neutral third party present.

COMPLAINTS

- (1) If a complaint is received by Softball PEI that a Board Member, member, volunteer, athlete or parent has engaged in misconduct or violated the by-laws, rules of conduct or policies of the Association, the complaint shall be referred to the President.

- (2) A complaint shall be in writing and signed by the complainant.
- (3) The President shall give the Board Member, member, volunteer, athlete or parent complained against written notice of the complaint.
- (4) The President shall conduct an initial review of the complaint and may require the complainant to answer any inquiries or to provide any records or other information relevant to the complaint.
- (5) On completing the initial review of the complaint the President must refer the complaint and the results of the review to the Discipline Committee. Depending on the nature of the complaint the President and/or the Discipline Committee has the authority to immediately and indefinitely suspend the Board Member, member, volunteer, athlete or parent complained against pending the outcome of the investigation.
- (6) The Discipline Committee shall investigate the complaint by taking any steps that it considers necessary including summoning before it the Board Member, member, volunteer, athlete or parent whose conduct is the subject of the complaint.
- (7) A Board Member, member, volunteer, athlete or parent complained against shall provide all information requested by the Discipline Committee for the purpose of its investigation and shall otherwise cooperate fully with the Discipline Committee in the conduct of the investigation.
- (8) On completion of its investigation, the Discipline Committee shall make a written report to the President recommending that:
 - (a) action be taken against the Board Member, member, volunteer, athlete or parent complained against; or
 - (b) no further action be taken with respect to the matter under investigation.
- (9) If the Discipline Committee concludes that there is sufficient evidence to support a finding of misconduct or violation of the by-laws, rules of conduct or policies of Softball PEI they shall notify the complainant and the Board Member, member, volunteer, athlete or parent complained against of this result. The notice shall be accompanied by the action that the Committee considers necessary or advisable to be taken to fairly reflect the evidence that the Committee has concluded supports such a finding. The actions that may be taken by the committee range from a written reprimand up to and including a life time suspension as a the Board Member, member, volunteer, athlete or parent with Softball PEI. Softball PEI shall immediately take the recommended action.
- (10) If the Discipline Committee concludes that there is not sufficient evidence that such a finding might be made, it shall report that conclusion to the complainant and the Board Member, member, volunteer, athlete or parent complained against.

2. DISCIPLINARY POLICY

When Softball PEI concludes that there is sufficient evidence to support a finding of misconduct or violation of the by-laws, rules of conduct or policies of Softball PEI they shall notify the complainant and the Board Member, member, volunteer, athlete or parent complained against of this result. The notice shall be accompanied by the action that the Committee considers necessary or advisable to be taken to fairly reflect the evidence that the Committee has concluded supports such a finding.