



**POLICY TITLE:** Complaints & Discipline Policy

**Effective Date:** May 21, 2020

## **1.0 PURPOSE**

The Spruce Grove Ringette Association is committed to providing an environment in which all SGRA members are treated with respect. Membership in the Spruce Grove Ringette Association, as well as participation in its activities, brings many benefits and privileges. All SGRA members are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with Spruce Grove Ringette Association's Bylaws, policies, rules and regulations, and Code of Conduct. Irresponsible behavior by Individuals can result in severe damage to other Individuals, SGRA and the sport of Ringette. Conduct that violates Ringette Alberta core business values and True Sport principles may be brought to the attention of the Spruce Grove Ringette organization and subject to sanctions pursuant to this policy.

## **2.0 SCOPE**

This policy applies to all SGRA volunteers, members, participants, parents, guardians and fans when they are engaged in activities under the direct control of SGRA, which may include, but are not limited to: Practices, Games, Tournaments, Development Programs, SGRA activities and Special Events.

- 2.1 Disciplinary action may arise as a result of a complaint filed in accordance with the Complaints Policy and/or a violation of Code of Conduct brought to the attention of an SGRA Executive Member. Further, the President or appointed SGRA Executive Board Member shall have the authority to:
  - 2.1.1 Suspend summarily any player, coach, trainer, manager or official of any team under the auspices of SGRA for any conduct on or off the ice which in the sole discretion of the President is deemed to be unbecoming or detrimental to the game. Such suspensions to be effective until dealt with by an appointed Disciplinary Committee.
  - 2.1.2 Prevent summarily any spectator from viewing any game or other activity or entering a facility to view such game or activity under the auspices of SGRA for any conduct which in the sole discretion of the President is deemed to be unbecoming or detrimental to the game. Further, the President shall have the power to suspend summarily the player, coach, team official or the team to which the spectator is attached. Such action to be effective until dealt with by an appointed Disciplinary Committee.

Disciplinary action arising within the business, activities or events organized by entities other than SGRA will be dealt with pursuant to the policies of these other entities unless a complaint and/or violation of code of conduct is accepted by SGRA at its sole discretion.

### **3.0 DEFINITIONS**

See Appendix for examples of Minor and Major Infractions.

### **4.0 REQUIREMENTS**

#### **4.1 Minor Infractions**

All disciplinary situations involving minor infractions may be dealt with by the appropriate person having authority over the situation and the individual involved (the person in authority may include, but is not restricted to, staff, officials, coaches, organizers, SGRA decision makers or SGRA-appointed Case Manager).

Minor infractions are single incidents of failing to achieve the expected standards of conduct that generally do not result in harm to others, SGRA or to the sport of Ringette.

Procedures for dealing with minor infractions will be informal as compared to those for major infractions and will be determined at the discretion of the person(s) responsible for discipline of such infractions (as noted above). This is provided that the respondent being disciplined is told the nature of the infraction and has an opportunity to provide information concerning the incident.

Penalties or measures for minor infractions, which may be applied singly or in combination, include the following:

- Education or reminders
- Verbal or written warning;
- Verbal or written apology;
- Service or other voluntary contribution to SGRA;
- Removal of certain privileges of membership or participation for a designated period;
- Suspension from the current competition, activity or event; or
- Any other sanction considered appropriate for the offense.

Minor infractions that result in discipline will be recorded and maintained by SGRA's Vice President and Director of Operations for a period of two years. Repeat minor infractions may result in further such incidents being considered a major infraction.

#### **4.2 Major Infractions**

Major infractions occurring within competition may be dealt with immediately, if necessary, by an appropriate person having authority. In such situations, disciplinary sanctions will be for the duration of the competition, training, activity or event only. Further sanctions may be applied but only after review of the matter in accordance with the procedures set out in this policy. This review does not replace the appeal provisions of this policy.

Major infractions are instances of failing to achieve the expected standards of conduct that result or have the potential to result in harm to other persons, to SGRA or to the sport of Ringette.

Major infractions will be decided using the disciplinary procedures set out in this policy, except where a dispute resolution procedure contained within a contract or other formal written agreement takes precedence.

#### 4.3 Procedure for Major Infraction Hearing

If a complaint for a major infraction will require a hearing, a Case Manager will appoint a single adjudicator to hear the complaint or code of conduct violation. In extraordinary circumstances, and at the discretion of the Case Manager, a panel of three persons may be appointed to hear and decide the complaint. In this event, the Case Manager will appoint one of the panel's members to serve as the Chair.

The Case Manager will determine the format of the hearing, which may involve an oral hearing in person, an oral hearing by telephone web conference or other appropriate electronic means, a hearing based on written submissions or a combination of these methods. The hearing will be governed by the procedures that the Case Manager and the panel deem appropriate in the circumstances, provided that:

- The parties will be given appropriate notice of the day, time and place of the hearing. The time of the hearing shall be established such that, as much as possible, parties are not required to take time from their employment to participate;
- Copies of any written documents which the parties wish to have the panel consider will be provided to all Parties in advance of the hearing;
- The parties may be accompanied by a representative, advisor or legal counsel at their own expense;
- The panel may request that any other individual participate and give evidence at the hearing;
- Decisions will be by majority vote.

After hearing the matter, the Adjudicator or panel will decide what appropriate sanction will be imposed. The panel's written decision, with reasons, will be distributed to all parties, the Case Manager and SGRA Vice President & Director of Operations. The decision will be considered a matter of public record unless decided otherwise by the panel.

Where the respondent acknowledges the facts of the incident, he or she may waive the hearing, in which case the panel will determine the appropriate disciplinary sanction. The panel may hold a hearing for the purpose of determining an appropriate sanction.

If the Respondent chooses not to participate in the hearing, the hearing will proceed in any event in fulfilling its duties, the panel may obtain independent advice.

The panel may apply the following disciplinary sanctions singly or in combination, for major infractions:

- Verbal or written reprimand;
- Verbal or written apology;
- Service or other voluntary contribution to SGRA;

- Removal of certain privileges of membership;
- Suspension from certain SGRA teams, events and/or activities;
- Suspension from all SGRA activities for a designated period;
- Payment of the cost of repairs for property damage;
- Expulsion from SGRA;
- Other sanctions as may be considered appropriate for the offense.

Unless the panel decides otherwise, any disciplinary sanctions will commence immediately. Failure to comply with a sanction as determined by the panel will result in automatic suspension until such time as compliance occurs.

A written record will be maintained by SGRA for major infractions that result in a sanction.

#### 4.4 Criminal Convictions

A member's conviction for any of the following *Criminal Code* offenses will be deemed a major infraction under this policy and will result in immediate expulsion from SGRA and/or removal from SGRA competitions, programs, activities and events upon the sole discretion of SGRA:

- Any child pornography offences;
- Any sexual offences;
- Any offence of physical or psychological violence;
- Any offence of assault; or
- Any offence involving trafficking and/or possession of illegal drugs.

#### 4.5 Confidentiality

The discipline process arising from a violation of a code of conduct and/or the complaint process is confidential involving only the Parties, SGRA Executive directly involved, a Case Manager and the panel (if applicable). Once initiated and until a decision is released, none of the parties will disclose confidential information relating to the discipline to any person not involved in the proceedings.

#### 4.6 Appeals Procedure

The decision of the Adjudicator and/or panel may be appealed in accordance with the Appeals Policy.

## **5.0 APPENDIX - INFRACTION INCIDENT EXAMPLES**

### **5.1 Examples of minor infractions include, but are not limited to:**

- 5.1.1 A single incident of disrespectful, offensive, abusive, racist or sexist comments or behavior directed towards others, including but not limited to peers, opponents, athletes, coaches, officials, executive members or spectators.
- 5.1.2 Unsportsmanlike conduct such as angry outbursts or arguing.
- 5.1.3 A single incident of being late for or absent from SGRA events and activities at which attendance is expected or required.
- 5.1.4 Non - compliance with the rules and regulations under which SGRA events are conducted, whether at the local, provincial, national or international level.

### **5.2 Examples of major infractions include, but are not limited to:**

- 5.2.1 Repeated incidents of disrespectful, offensive, abusive, racist or sexist comments or behavior directed towards others, including but not limited to peers, opponents, athletes, coaches, officials, executive members or spectators.
- 5.2.2 Playing under an assumed name, falsifying an affidavit or roster, or giving false information to tournament officials.
- 5.2.3 Knowingly participating while ineligible.
- 5.2.4 Knowingly competing with players who have been disqualified.
- 5.2.5 Repeated unsportsmanlike conduct such as angry outbursts or arguing.
- 5.2.6 Repeated incidents of being late for or absent from SGRA events and activities at which attendance is expected or required.
- 5.2.7 Activities or behavior which interferes with a competition or with any athlete's preparation for a competition.
- 5.2.8 Pranks, jokes or other activities which endanger the safety of others.
- 5.2.9 Deliberate disregard for the rules and regulations under which SGRA events are conducted, whether at the local, provincial, national or international level.
- 5.2.10 Abusive use of alcohol where abuse means a level of consumption which causes the individual to behave in a disruptive manner; or interferes with the individual's ability to perform effectively and safely.
- 5.2.11 Any use of alcohol by minors.
- 5.2.12 Use of illicit drugs and narcotics.
- 5.2.13 Use of banned performance enhancing drugs or methods