

Sunderland Ringette Association (SRA) Complaint Procedure



The Sunderland Ringette Association (SRA) Board takes all complaints seriously. The SRA Board will follow the SRA Complaint Procedure for all complaints.

The SRA Board will appoint a complaints committee comprised of five (5) Board Members who will be responsible for addressing all complaints. For each complaint, three (3) members of the complaint committee will be selected to address the complaint. Any member who has a conflict, will advise of their conflict and remove themselves from any discussion related to the complaint. The Director of Coaches & Development will be the chair of the Complaint Committee, unless the Director has a conflict, at which time another member of the committee will act as the Chair.

The Complaints Committee will keep a record of all complaints received and the outcome.

The Complaints Committee will communicate via a dedicated email:
sracomplaintscommittee@gmail.com.

Complaints may be the following nature:

- Disrespectful, abusive, racist, or sexist comments or behaviour
- Disrespectful conduct
- Minor or major incidents of violence (e.g., tripping, pushing, elbowing, fighting)
- Conduct contrary to the values of SRA, Ringette Ontario and/or Ringette Canada
- Non-compliance with SRA policies or other governing policies, procedures, rules, or regulations
- Minor or major violations of the Code of Conduct and Ethics
- Any incident of hazing
- Behaviour that constitutes harassment, sexual harassment, or sexual misconduct
- Pranks, jokes, or other activities that endanger the safety of others
- Conduct that intentionally damages SRA's image, credibility, or reputation
- Consistent disregard for the bylaws, policies, rules, and regulations

Complaint Process

Any Individual may report a complaint to the SRA Board. Such a complaint must be submitted in writing, through the online complaint form. Anonymous complaints will not be accepted. Complaints must be filed within fourteen (14) days of the alleged incident.

When a complaint is received, the Chair of the Complaints Committee will acknowledge the complaint within seven (7) days and notify the members of the Complaint

Committee. Three (3) members of the complaint committee who do not have a conflict will be appointed to review and address the complaint.

The three members will review the complaint and determine if it is valid and warrants an investigation. The Committee will then decide the format under which the complaint will be heard. This decision may not be appealed. The format of the complaint may be in person meetings, telephone meeting, virtual meeting, based on documentary evidence, or a combination of methods.

After reviewing the matter, the Committee will determine whether an infraction has occurred and, if so, the sanctions to be imposed. Within fourteen (14) days of the conclusion, the Committees written decision, with reasons, will be distributed to the complainant, and SRA Board. Complaints remain confidential.

The Complaint Committee will consider factors relevant to determining appropriate sanctions which include:

- The nature and duration of the Respondent's relationship with the Complainant, including whether there is a Power Imbalance;
- The Respondent's prior history and any pattern of inappropriate behaviour or Maltreatment;
- The ages of the individuals involved;
- Whether the Respondent poses an ongoing and/or potential threat to the safety of others;
- The Respondent's voluntary admission of the offense(s), acceptance of responsibility for the Maltreatment, and/or cooperation in the process with SRA
- Real or perceived impact of the incident on the Complainant, sport organization or the sporting community;
- Circumstances specific to the Respondent being sanctioned (e.g. lack of appropriate knowledge or training regarding the requirements in the Code of Conduct and Ethics; addiction; disability; illness);
- Whether, given the facts and circumstances that have been established, continued participation in the sport community is appropriate;
- A Respondent who is in a position of trust, intimate contact or high-impact decision-making may face more serious sanctions; and/or
- Other mitigating and aggravating circumstances

The following infractions maybe imposed:

- a) **Verbal or Written Warning** – A verbal reprimand or an official, written notice and formal admonition that a Participant has violated SRA, Ringette Ontario and/or Ringette Canada policies and that more severe sanctions will result should the Participant be involved in other violations
- b) **Verbal or Written Apology** – A verbal or an official, written apology
- c) **Education** – The requirement that a Participant undertake specified educational or similar remedial measures to address the violation(s) of the policies.

- d) **Removal of certain privileges**
- e) **Probation** – Should any further violations of the Code of Conduct and Ethics occur during the probationary period, will result in additional disciplinary measures, likely including a period of suspension or permanent ineligibility. This sanction can also include loss of privileges or other conditions, restrictions, or requirements for a specified period of time
- f) **Suspension** – Suspension, either for a set time or until further notice, from participation, in any capacity, in any program, practice, activity, event, or competition sponsored by, organized by, or under the auspices of Sunderland Ringette Association. A suspended Participant is eligible to return to participation, but reinstatement may be subject to certain restrictions or contingent upon the Participant satisfying specific conditions noted at the time of suspension
- g) **Eligibility Restrictions** – Restrictions or prohibitions from some types of participation but allowing participation in other capacities under strict conditions
- h) **Other Discretionary Sanctions** – Other sanctions may be imposed, including, but not limited to, other loss of privileges, no contact directives, a fine or a monetary payment to compensate for direct losses, or other restrictions or conditions as deemed necessary or appropriate

At any time, the SRA Complaint Committee may direct the complaint to Ringette Ontario and/or Ringette Canada to be dealt with if they feel the complaint would be better addressed there.

At any time, if the SRA Complaint Committee feels that there is a criminal nature involved, they will contact the police.

Request for Reconsideration

Anyone not happy with the outcome of a complaint, can request the SRA Board to reconsider within seven (7) days.

Questions can be directed to the SRA President, sunderlandstingerz@gmail.com or SRA Director of Coaches and Development, at stingerzdevelopment@gmail.com.