



## TERRACE MINOR SOFTBALL ASSOCIATION

### **Policy No. 1: Complaint & Resolution Process**

Adopted: 2026 May 26

**Purpose:** Terrace Minor Softball Association (TMSA) is committed to providing a safe, respectful, and positive environment for all players, parents, coaches, volunteers, and officials. This policy outlines how concerns and complaints can be reported and how they will be addressed.

**Scope:** This policy applies to:

- Players
- Parents/guardians
- Coaches, managers, umpires, and volunteers
- Board members and staff
- Anyone participating in or attending TMSA-sanctioned activities

**Policy:**

1. At the beginning of each season, TMSA will appoint a committee to address complaints.
2. The following issues can be reported to the Association:
  - Misconduct or inappropriate behaviour
  - Violations of the TMSA Code of Conduct
  - Safety concerns
  - Harassment, bullying, or discrimination
  - Coaching or team-related issues
  - Facility or field-use concerns
  - Administrative or organizational issues
3. TMSA will utilize the following guiding principles when considering complaints
  - Respect & Safety: All complaints are taken seriously.
  - Fairness: All parties have the opportunity to be heard.
  - Confidentiality: Information is shared only with those involved in resolving the complaint.
  - Timeliness: TMSA will acknowledge complaints within 5–7 business days.
  - Protection from Retaliation: No one will face consequences for filing a complaint in good faith.
  - Child-Centered Approach: The safety and well being of minors is the top priority.
4. All complaints **must** be submitted to TMSA in writing to:  
[terraceminorsoftball@gmail.com](mailto:terraceminorsoftball@gmail.com). TMSA will only review complaints submitted through

the official complaint process. Verbal, informal, third-party, late, or off-process complaints, including those sent by text or social media, will not be considered.

5. Email submissions **must** include the following:
  - Name and contact information of the complainant
  - Names of individuals involved
  - Date, time, and location of the incident
  - Description of the concern
  - Witnesses or supporting information
  - Desired outcome (optional)
6. Anonymous complaints will be reviewed, but investigations may be limited.
7. The complaint resolution process is as follows:

#### Step 1: Acknowledgement

- TMSA will acknowledge receipt of the complaint within 5–7 business days.

#### Step 3: Review by Complaints Committee.

- The complaint will be reviewed by the Complaints Committee to classify and investigate the complaint.
- If a complaint is lodged against a member of the Committee, that individual will be excluded from the review.

#### Step 4: Classification

- The Complaints are classified as:
  - Minor Complaint: Low-level issues such as communication concerns or scheduling disputes. Complaints of this nature are expected to be resolved via informal conversation and do not require a formal review process. The nature of the complaint and the outcome are reported to the Board.
  - Major Complaint: Serious issues such as harassment, abuse, safety risks, or Code of Conduct violations. These complaints are likely to include a disciplinary action. They are investigated by the Committee and any actions are referred to the TMSA Board of Directors for resolution.

#### Step 3: Investigation

- Depending on the nature of the complaint, the investigation may include:
  - Interviews with the complainant and respondent
  - Interviews with witnesses
  - Review of documents, messages, or evidence
  - Consultation with Softball BC or Safe Sport resources

- Major complaints involving harassment, abuse, or safety concerns will be referred to the TMSA Board of Directors, Softball BC and the RCMP (if required by law)

#### Step 4: Decision & Outcome

- A written response will be provided to the complainant once the investigation has been completed and a resolution has been found. Unless additional time is required, it is expected for this to occur within 15–30 days of receiving the complaint.
- Where the outcome does not involve disciplinary action, a summary of the outcome may be included in the response. For example, if the Board has amended its process or procedure as a result of the complaint. Disciplinary action is considered a personnel issue and the details of that process will not be released by TMSA.
- Both the complainant and respondent will receive a summary of the outcome.

*Note:* The final decision may not match the complainant’s preferred outcome. Decisions are based on evidence, TMSA, Softball BC policy, and fairness to all parties.

8. Potential outcomes of a complaint may include:
  - Mediation or facilitated discussion
  - Changes to TMSA policies or procedures
  - Updated education or training requirements
  - Disciplinary action
  - No action (if unsubstantiated)
9. A complainant or respondent may exercise the appeal process if:
  - An appeal is submitted, in writing, within 14 days of receipt of the summary outlined in Section 7;
  - New information becomes available;
  - The process was not followed; or,
  - The decision appears unreasonable or biased.
10. All complaint information is kept confidential except where disclosure is required by law, to protect participant safety, or to conduct a fair investigation.
11. TMSA prohibits retaliation against anyone who files a complaint or participates in an investigation. Retaliation in any form will result in disciplinary action.
12. False or malicious complaints, or those made in bad faith, may result in disciplinary action.
13. All complaints will be reported to the TMSA Board of Directors.

- 14. TMSA will maintain secure records of all complaints, investigations, and outcomes for a minimum of 5 years.

**Record of Amendments**

| <i>Amendment #</i> | <i>Summary of Amendment</i> | <i>Date Adopted</i> |
|--------------------|-----------------------------|---------------------|
|                    |                             |                     |
|                    |                             |                     |
|                    |                             |                     |
|                    |                             |                     |