

Ringette Calgary Association
INDIVIDUAL COMPLAINTS POLICY

Definitions

1. The following terms have these meanings in this Policy:
 - a) *“Ringette Calgary”* – Ringette Calgary Association
 - b) *“Complainant”* – The party alleging an infraction.
 - c) *“Days”* – Days irrespective of weekends and holidays.
 - d) *“Individuals”* – All categories of Membership within Ringette Calgary Bylaws, as well as all individuals engaged in activities with Ringette Calgary, including but not limited to, athletes, coaches, officials, volunteers, managers, administrators, staff, directors and officers.
 - e) *“Respondent”* – The alleged infracting party.

Purpose

2. Membership and/or participation in Ringette Calgary, brings with it many benefits and privileges. At the same time, Individuals are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with Ringette Calgary Bylaws, policies, procedures, rules and regulations, and Code of Conduct and Ethics. Irresponsible behaviour by Individuals can result in severe damage to the image of Ringette Calgary. Conduct that violates these values may be subject to sanctions pursuant to this policy.

Application of this Policy

3. This Policy applies to all Individuals as defined in the Definitions.
4. This Policy applies to matters that may arise during the course of Ringette Calgary business, activities and events, including, but not limited to, its office environment, competitions, practices, training camps; travel, and any meetings.
5. Matters and complaints arising within the business, activities or events organized by entities other than Ringette Calgary will be dealt with pursuant to the policies of these other entities unless accepted by Ringette Calgary in its sole discretion.

Reporting a Complaint

6. Any Individual may report to Ringette Calgary’s Office any complaint of an infraction by an Individual. Such a complaint must be signed and in writing, and must be filed within two (2) days of the alleged incident. Anonymous complaints will not be accepted.
7. A Complainant wishing to file a complaint beyond the two (2) days must provide a written statement giving reasons for an exemption to this limitation. The decision to accept, or not accept, the notice of complaint outside the two (2) day period will be at the sole discretion of Ringette Calgary. This decision may not be appealed.

Case Manager

8. Upon receipt of a complaint, Ringette Calgary will assign a Case Manager to oversee the management and administration of the complaint submitted in accordance with this Policy and such appointment is not appealable. The Case Manager has an overall responsibility to implement this Policy in a timely manner. More specifically, the Case Manager has a responsibility to:
 - a) Determine whether the complaint is frivolous or vexatious and within the jurisdiction of this Policy. If the Case Manager determines the complaint is frivolous or vexatious or outside the jurisdiction of this Policy, the complaint will be dismissed immediately. The Case Managers decision to the acceptance or dismissal of the complaint may not be appealed.
 - b) Determine if the complaint is a minor or major infraction;
 - c) Appoint a Mediator and/or Panel, if necessary, in accordance with this Policy;
 - d) Determine the format of the hearing;
 - e) Coordinate all administrative aspects of the complaint;
 - f) Provide administrative assistance and logistical support to the Panel as required; and

- g) Provide any other service or support that may be necessary to ensure a fair and timely proceeding.
- 9. The Case Manager will inform the Parties if the incident is to be dealt with as a minor infraction or major infraction and the matter will be dealt with according to the applicable section relating to the minor or major infraction.
- 10. This Policy does not prevent an appropriate person having authority from taking immediate, informal or corrective action in response to behaviour that constitutes either a minor or major infraction. Further sanctions may be applied in accordance with the procedures set out in this Policy.

Minor Infractions

- 11. Minor infractions are single incidents of failing to achieve the expected standards of conduct that generally do not result in harm to others, Ringette Calgary or to the sport of ringette.
- 12. All disciplinary situations involving minor infractions will be dealt with by the Case Manager, and shall be reported to the Ringette Calgary President.
- 13. Procedures for dealing with minor infractions will be informal as compared to those for major infractions and will be determined by the Case Manager. The Respondent being disciplined shall be informed of the complaint and shall be given an opportunity to provide information concerning the incident.
- 14. Penalties for minor infractions, which may be applied singly or in combination, include the following:
 - a) Verbal or written warning;
 - b) Verbal or written apology;
 - c) Service or other voluntary contribution to Ringette Calgary;
 - d) Removal of certain privileges of membership or participation for a designated period of time;
 - e) Suspension from the current competition, activity or event; or
 - f) Any other sanction considered appropriate for the offense.
- 15. Minor infractions that result in discipline will be recorded and maintained by Ringette Calgary. Repeat minor infractions may result in further such incidents being considered a major infraction.

Major Infractions

- 16. 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 Ringette Calgary or to the sport of ringette.
- 17. Examples of major infractions include, but are not limited to:
 - a) Repeated Minor Infractions;
 - b) Intentionally damaging Ringette Calgary property or improperly handling Ringette Calgary monies;
 - c) Incidents of physical abuse;
 - d) Pranks, jokes or other activities that endanger the safety of others, including hazing;
 - e) Disregard for the bylaws, policies, rules, regulations and directives of Ringette Calgary;
 - f) Conduct that intentionally damages the image, credibility or reputation of Ringette Calgary or the sport of ringette;
 - g) Behaviour that constitutes harassment, sexual harassment or sexual misconduct; or
 - h) Abusive use of alcohol, any use or possession of alcohol by minors, use or possession of illicit drugs and narcotics.
- 18. Major infractions will be dealt with using the disciplinary procedures set out in the Ringette Calgary Rules & Regulations under "Disciplinary Review"
- 19. 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.

Procedure for Major Infraction Hearing

- 20. If the Case Manager is satisfied that the complaint is a major infraction, the Case Manager will contact the Ringette Calgary Past President who will initiate the convening of a Disciplinary Hearing.
- 21. The Disciplinary Review Committee will hear the matter and determine whether any action will be taken.
- 22. After hearing the matter, the Disciplinary Review Committee will determine whether an infraction has occurred and if so what appropriate sanction will be imposed. The Committee's written decision, with reasons, will be distributed to all parties, the Case Manager and Ringette Calgary.

Sanctions

23. The Panel may apply the following disciplinary sanctions singly or in combination, for major infractions:
- a) Verbal or written reprimand;
 - b) Verbal or written apology;
 - c) Service or other voluntary contribution to Ringette Calgary;
 - d) Removal of certain privileges of membership;
 - e) Suspension from certain Ringette Calgary teams, events and/or activities;
 - f) Suspension from all Ringette Calgary activities for a designated period of time;
 - g) Withholding of prize money;
 - h) Payment of the cost of repairs for property damage;
 - i) Suspension of funding from Ringette Calgary or other funding;
 - j) Expulsion from Ringette Calgary;
 - k) Other sanctions as may be considered appropriate for the offense.
24. Unless the Disciplinary Review Committee decides otherwise, any disciplinary sanctions will commence immediately. Failure to comply with a sanction as determined by the Committee will result in automatic suspension until such time as compliance occurs.
25. A written record will be maintained by Ringette Calgary at their office for major infractions that result in a sanction.

Serious Infractions

26. Ringette Calgary may determine that an alleged incident is of such seriousness as to warrant suspension of the Respondent pending a hearing and a decision of the Disciplinary Review Committee.

Criminal Convictions

27. An Individual's charge or conviction for any of the following *Criminal Code* offenses will be deemed a major infraction under this Policy and will result in expulsion and/or suspension from Ringette Calgary and/or removal from Ringette Calgary competitions, programs, activities and events upon the sole discretion of Ringette Calgary:
- a) Any child pornography offences;
 - b) Any sexual offences;
 - c) Any offence of physical or psychological violence;
 - d) Any offence of assault; or
 - e) Any offence involving trafficking of illegal drugs.

Confidentiality

28. The discipline and complaints process is confidential involving only the Parties, the Case Manager and the Disciplinary Review Committee. Once initiated and until a decision is released, none of the Parties will disclose confidential information relating to the discipline or complaint to any person not involved in the proceedings.

Appeals Procedure

29. The decision of the Disciplinary Review Committee may be appealed in accordance with the procedure for the filing of a dispute of a decision rendered by the Disciplinary Review Committee (Ringette Calgary Rules & Regulations)