

Clarington Swim Club Inc. Discipline and Complaints Policy

“Organization” refers to: Clarington Swim Club

Definitions

1. The following terms have these meanings in this Policy:
 - a) *“Case Manager”* – An individual appointed by the Discipline Chair to administer certain complaints under this *Discipline and Complaints Policy*. The Case Manager does not need to be a member of, or affiliated with, the Organization
 - b) *“Discipline Panel”* – A panel of 3-5 individuals set by the Case Manager to review the case, determine its merits and proceed with the discipline and resolution of the case
 - c) *“Complainant”* – The Party making a complaint
 - d) *“Days”* – Days including weekends and holidays
 - e) *“Complaint Coordinator”* – An individual on the Board of Directors or a volunteer chosen by the Board of Directors who receives complaints and assigns it to the Discipline Chair.
 - f) *“Discipline Chair”* – An individual or individuals appointed by the Board to be the first point-of-contact for all discipline and complaint matters reported to the Organization
 - g) *“Individuals”* – All categories of membership defined in the Organization’s Bylaws, as well as all individuals employed by, or engaged in activities with, the Organization including, but not limited to, athletes, coaches, convenors, officials, volunteers, managers, administrators, committee members, Directors and Officers of the Organization, spectators, and parents/guardians of athletes
 - h) *“Respondent”* – The Party responding to the complaint

Purpose

2. Individuals are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with the Organization’s policies, Bylaws, rules and regulations, and the *Code of Conduct and Ethics*. Non-compliance may result in sanctions pursuant to this Policy.

Complaint Coordinator

3. Receiver of the complaint via written communication to the complaint email address roccomplaintcoordinator@gmail.com or written letter given to complaint coordinator in person. This person can be a director of the Board or a volunteer chosen by the Board of Directors.
4. The Complaint Coordinator will appoint a Discipline Chair and will be responsible for follow-up and management of the complaint, discipline and appeals processes.

Discipline Chair

5. The Discipline Chair will be an individual appointed by the Board to handle the duties of the Discipline Chair. The Board may choose to appoint three (3) individuals to serve as Discipline Chair and, in this case, decisions of the Discipline Chair will be by majority vote.
6. The Discipline Chair appointed to handle a complaint or incident must be unbiased and not in a conflict of interest situation.

Application of this Policy

7. This Policy applies to all Individuals.
8. This Policy applies to matters that may arise during the Organization’s business, activities, and events including, but not limited to, competitions, practices, tryouts, training camps, travel associated with the Organization’s activities, and any meetings.

9. This Policy also applies to Individuals' conduct outside of the Organization's business, activities, and events when such conduct adversely affects relationships within the Organization (and its work and sport environment), is detrimental to the image and reputation of the Organization, or upon the acceptance of the Organization. Applicability will be determined by the Organization at its sole discretion.
10. This Policy does not prevent immediate discipline or sanction from being applied as reasonably required. Further discipline may be applied according to this Policy. In such situations, disciplinary sanctions will be for the duration of the competition, training, activity, or event only. Any discipline that exceeds this will be decided by the Discipline Chair.
11. An employee of the Organization who is a Respondent will be subject to appropriate disciplinary action per the Organization's Employment Agreement, if applicable. Violations may result in a warning, reprimand, restrictions, suspension, or other disciplinary actions up to and including termination of employment.

Adult Representative

12. Complaints may be brought for or against an Individual who is a minor. Minors must have a parent/guardian or other adult serve as their representative during this process. Adult representation is not required where immediate discipline or sanction is applied.
13. Communication from the Discipline Chair or Case Manager, as applicable, must be directed to the minor's representative.
14. A minor is not required to attend an oral hearing, if held. In the event a minor must be questioned by the Discipline Chair, the minors Adult Representative must be present.

Reporting a Complaint

15. Any Individual may report an incident or complaint to the Complaint Coordinator in writing, within fourteen (14) days of the alleged incident, although this timeline can be waived or extended at the Board's discretion.
16. At the Organization's discretion, the Organization may act as the Complainant and initiate the complaint process under the terms of this Policy. In such cases, the Organization will identify an individual to represent the Organization.
17. The Board will appoint a Discipline Chair, as described in this Policy.

Investigation – Abuse and Harassment Complaints

18. The Discipline Chair may determine that the alleged incident may contain an element of discrimination, harassment, workplace harassment, workplace violence, sexual harassment, or abuse. In this case, the Discipline Chair will appoint an Investigator in accordance with the Organization's *Investigations Policy - Discrimination, Harassment, and Abuse* and the Organization, and the Investigator, will have additional responsibilities as described in that Policy.
19. Upon receipt of a complaint, the Discipline Chair has discretion to choose which process should be followed, and may use the following examples as a general guideline:

- a) Process #1 - the Complaint alleges the following incidents:
 - i. Disrespectful, abusive, racist, or sexist comments or behaviour
 - ii. Disrespectful conduct
 - iii. Minor incidents of violence (e.g., tripping, pushing, elbowing)
 - iv. Conduct contrary to the values of the Organization

- v. Non-compliance with the Organization's policies, procedures, rules, or regulations
 - vi. Minor violations of the Organization's *Code of Conduct and Ethics*
- b) Process #2 - the Complaint alleges the following incidents:
- i. Repeated minor incidents
 - ii. Any incident of hazing
 - iii. Behaviour that constitutes harassment, sexual harassment, or sexual misconduct
 - iv. Major incidents of violence (e.g., fighting, attacking, sucker punching)
 - v. Pranks, jokes, or other activities that endanger the safety of others
 - vi. Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition
 - vii. Conduct that intentionally damages the Organization's image, credibility, or reputation
 - viii. Consistent disregard for the Organization's bylaws, policies, rules, and regulations
 - ix. Major or repeated violations of the Organization's *Code of Conduct and Ethics*
 - x. Intentionally damaging the Organization's property or improperly handling the Organization's monies
 - xi. Abusive use of alcohol, any use or possession of alcohol by minors, or use or possession of illicit drugs and narcotics
 - xii. A conviction for any *Criminal Code* offense
 - xiii. Any possession or use of banned performance enhancing drugs or methods

Process #1: Handled by Discipline Chair

Sanctions

20. Following the determination that the complaint or incident should be handled under Process #1, the Discipline Chair will review the submissions related to the complaint or incident and determine one or more of the following sanctions:
- a) Verbal or written reprimand
 - b) Verbal or written apology
 - c) Service or other contribution to the Organization
 - d) Removal of certain privileges
 - e) Suspension from certain teams, events, and/or activities
 - f) Suspension from all the Organization's activities for a designated period
 - g) Any other sanction considered appropriate for the offense
21. The Discipline Chair will inform the Respondent of the sanction, which will take effect immediately.
22. Records of all sanctions will be maintained by the Organization.

Request for Reconsideration

23. The sanction may not be appealed until the completion of a request for reconsideration. However, the Respondent may contest the sanction by submitting a Request for Reconsideration within four (4) days of receiving the sanction. In the Request for Reconsideration, the Respondent must indicate:
- a) Why the sanction is inappropriate;
 - b) All evidence to support the Respondent's position; and
 - c) What penalty or sanction (if any) would be appropriate
24. Upon receiving a Request for Reconsideration, the Discipline Chair may decide to accept or reject the Respondent's suggestion for an appropriate sanction.

25. Should the Discipline Chair accept the Respondent's suggestion for an appropriate sanction, that sanction will take effect immediately.
26. Should the Discipline Chair not accept the Respondent's suggestion for an appropriate sanction, the initial complaint or incident will be handled under Process #2 of this Policy.

Process #2: Handled by Case Manager

Case Manager

27. Following the determination that the complaint or incident should be handled under Process #2, the Organization will appoint a Case Manager to oversee management and administration of the complaint or incident. The Case Manager should not be in a conflict of interest and should have expertise in dispute resolution matters. Such appointment is not appealable.
28. The Case Manager has a responsibility to:
 - a) Appoint a Discipline Panel
 - b) Determine whether the complaint is frivolous and/or within the jurisdiction of this Policy
 - c) Propose the use of the Organization's *Dispute Resolution Policy*
 - d) Coordinate all administrative aspects and set timelines
 - e) Provide administrative assistance and logistical support to the Discipline Panel as required
 - f) Provide any other service or support that may be necessary to ensure a fair and timely proceeding

Procedures

29. If the Discipline Panel determines the complaint is:
 - a) Frivolous or outside the jurisdiction of this Policy, the complaint will be dismissed immediately
 - b) Not frivolous and within the jurisdiction of this Policy, the Case Manager will notify the Parties that the complaint is accepted and of the applicable next steps
30. The Case Manager's decision to accept or dismiss the complaint may not be appealed.
31. The Case Manager will establish and adhere to timelines that ensure procedural fairness and that the matter is heard in a timely fashion.
32. After notifying the Parties that the complaint has been accepted, the Case Manager and the Discipline Panel may propose using the Organization's *Dispute Resolution Policy* with the objective of resolving the dispute.
 - a) The Case Manager, in cooperation with the Discipline Panel, will then decide the format under which the complaint will be heard. This decision may not be appealed.
 - (a) The Parties will be given appropriate notice of the day, time, and place of the hearing, in the case of an oral in-person hearing or an oral hearing by telephone or other communication medium
 - (b) Copies of any written documents which the parties wish to have the Discipline Panel consider will be provided to all Parties, through the Case Manager, in advance of the hearing
 - (c) The Parties may engage a representative, advisor, or legal counsel at their own expense
 - (d) The Discipline Panel may request that any other individual participate and give evidence at the hearing
 - (e) The Discipline Panel may allow as evidence at the hearing any oral evidence and document or thing relevant to the subject matter of the complaint, but may exclude such evidence that is unduly repetitious, and shall place such weight on the evidence as it deems appropriate
 - (f) The decision will be by a majority vote of the Discipline Panel

33. If the Respondent acknowledges the facts of the incident, the Respondent may waive the hearing, in which case the Discipline Panel will determine the appropriate sanction. The Discipline Panel may still hold a hearing for the purpose of determining an appropriate sanction.
34. The hearing will proceed in any event, even if a Party chooses not to participate in the hearing.
35. If a decision may affect another party to the extent that the other party would have recourse to a complaint or an appeal in their own right, that party will become a Party to the current complaint and will be bound by the decision.
36. In fulfilling its duties, the Discipline Panel may obtain independent advice.

Decision

37. After hearing and/or reviewing the matter, the Discipline Panel will determine whether an infraction has occurred and, if so, the sanctions to be imposed. Within fourteen (14) days of the hearing's conclusion, the Discipline Panel's written decision, with reasons, will be distributed to all Parties, the Case Manager, and the Organization. In extraordinary circumstances, the Discipline Panel may first issue a verbal or summary decision soon after the hearing's conclusion, with the full written decision to be issued before the end of the fourteen (14) day period. The decision will be considered a matter of public record unless decided otherwise by the Discipline Panel.

Sanctions

38. The Discipline Panel may apply the following disciplinary sanctions, singularly or in combination:
 - a) Verbal or written reprimand
 - b) Verbal or written apology
 - c) Service or other contribution to the Organization
 - d) Removal of certain privileges
 - e) Suspension from certain teams, events, and/or activities
 - f) Suspension from all the Organization's activities for a designated period
 - g) Payment of the cost of repairs for property damage
 - h) Suspension of funding from the Organization or from other sources
 - i) Expulsion from the Organization
 - j) Any other sanction considered appropriate for the offense
39. Unless the Discipline Panel decides otherwise, any disciplinary sanctions will begin immediately, notwithstanding an appeal. Failure to comply with a sanction as determined by the Discipline Panel will result in an automatic suspension until such time as compliance occurs.
40. Records of all decisions will be maintained by the Organization.

Appeals

41. The decision of the Discipline Panel may be appealed in accordance with the Organization's *Appeal Policy*.

Suspension Pending a Hearing

42. The Organization may determine that an alleged incident is of such seriousness as to warrant suspension of an Individual pending completion of a criminal process, the hearing, or a decision of the Discipline Panel.

Criminal Convictions

43. An Individual's conviction for a *Criminal Code* offense, as determined by the Organization, will be deemed an infraction under this Policy and will result in expulsion from the Organization. *Criminal Code* offences may include, but are not limited to:
- a) Any child pornography offences
 - b) Any sexual offences
 - c) Any offence of physical violence
 - d) Any offence of assault
 - e) Any offence involving trafficking of illegal drugs

Confidentiality

44. The discipline and complaints process is confidential and involves only the Parties, the Case Manager, the Discipline Panel, and any independent advisors to the Discipline Panel. 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.

Timelines

45. If the circumstances of the complaint are such that adhering to the timelines outlined by this Policy will not allow a timely resolution to the complaint, the Discipline Panel may direct that these timelines be revised.

Records and Distribution of Decisions

46. Other individuals or organizations, including but not limited to, national sport organizations, provincial sport organizations, sport clubs, etc., may be advised of any decisions rendered in accordance with this Policy.